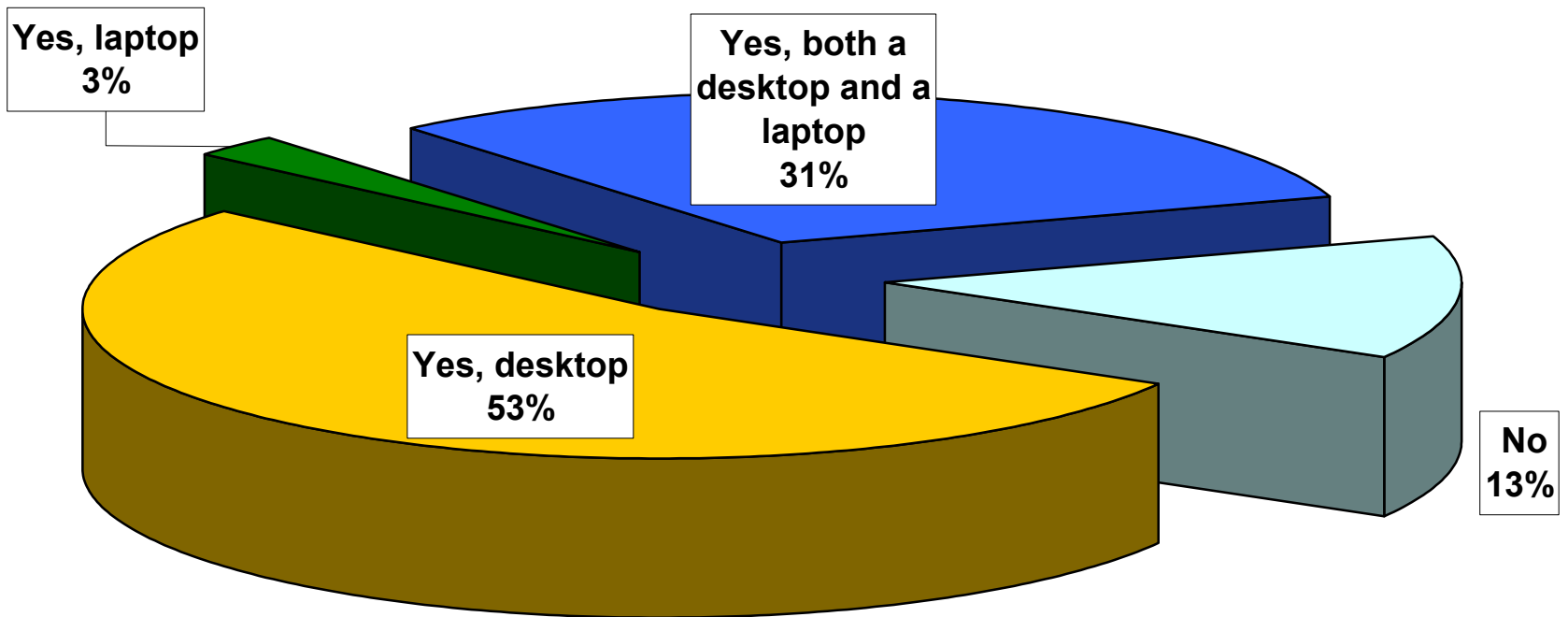
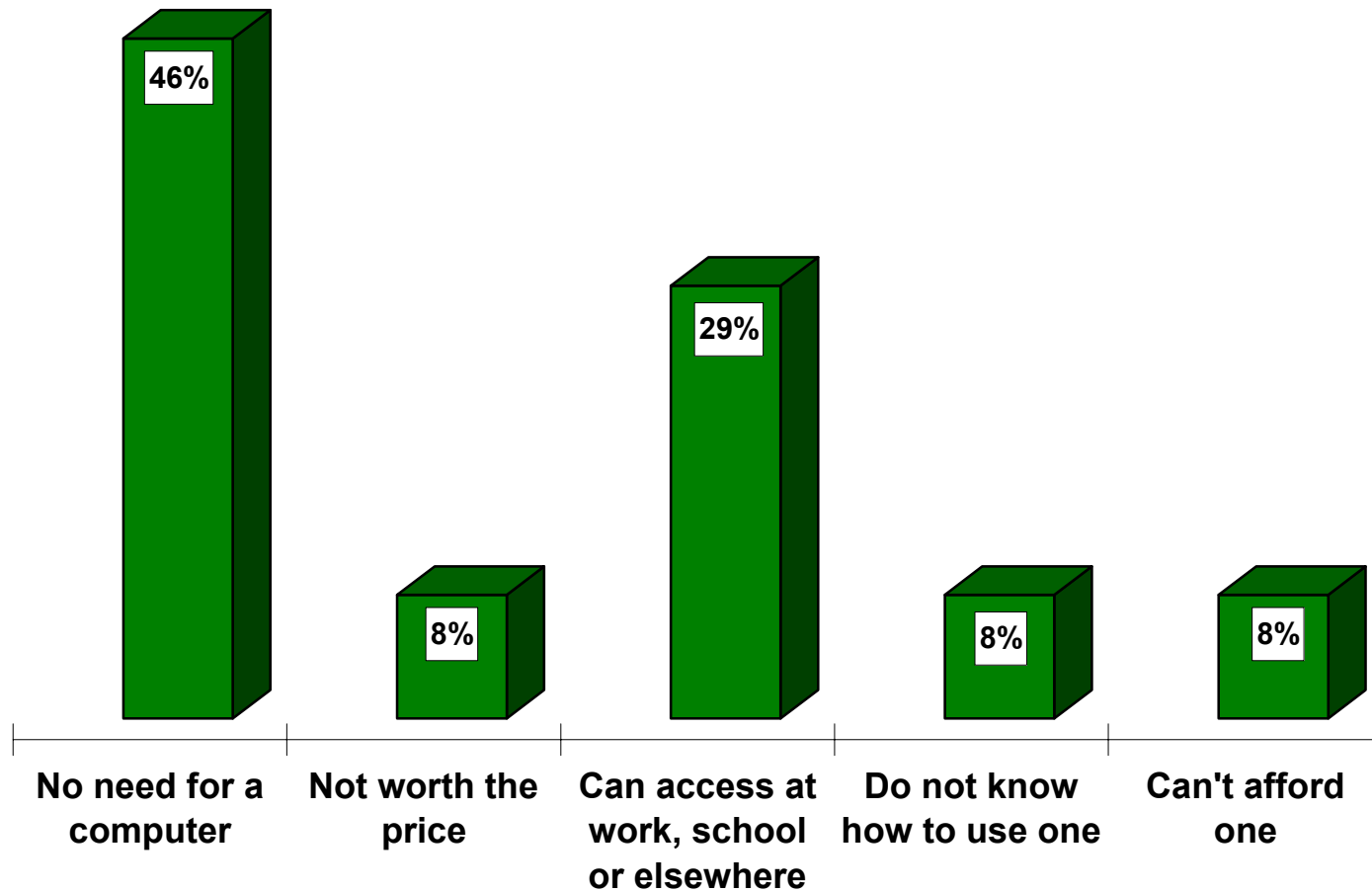


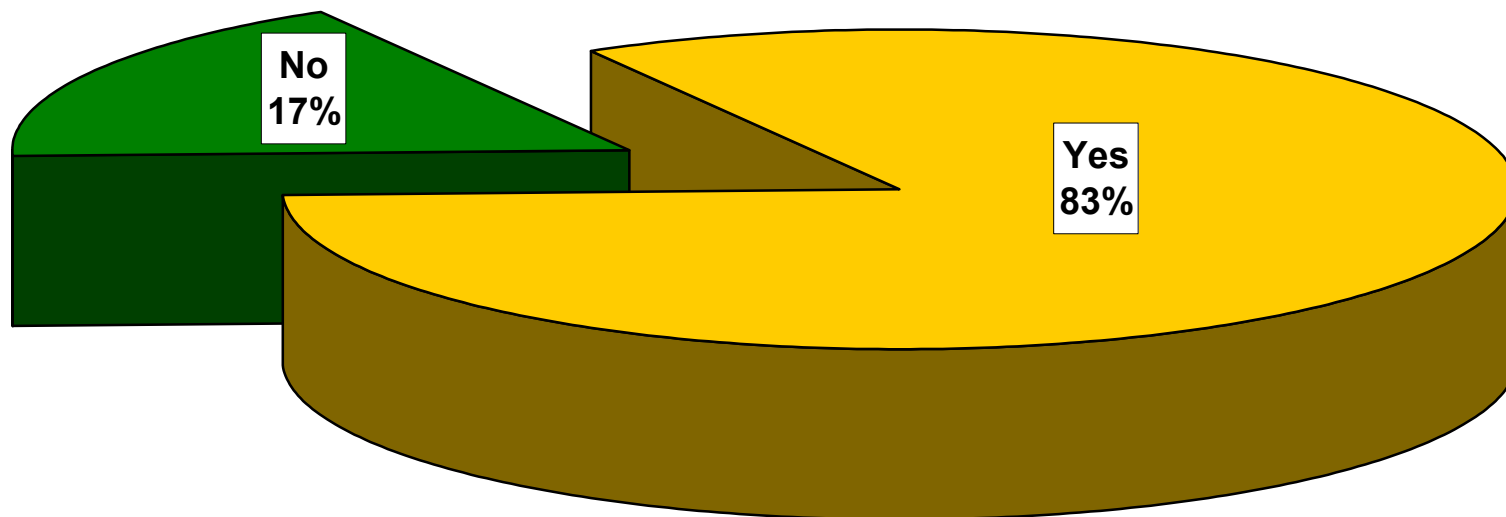
### Q1 Personal Computer (PC) in home

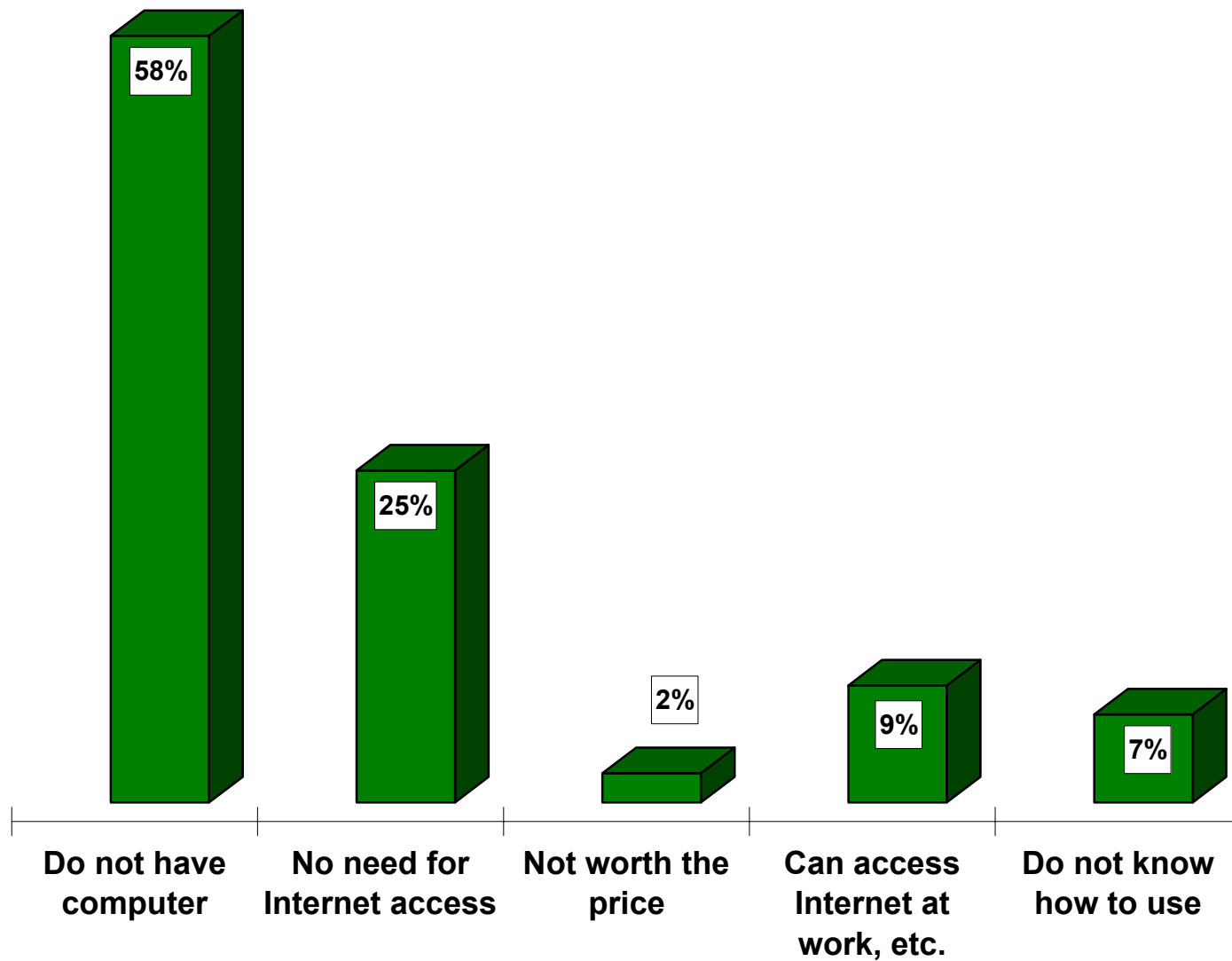


**Q2 For those without computers in the home, what are the reasons for not having a computer?**

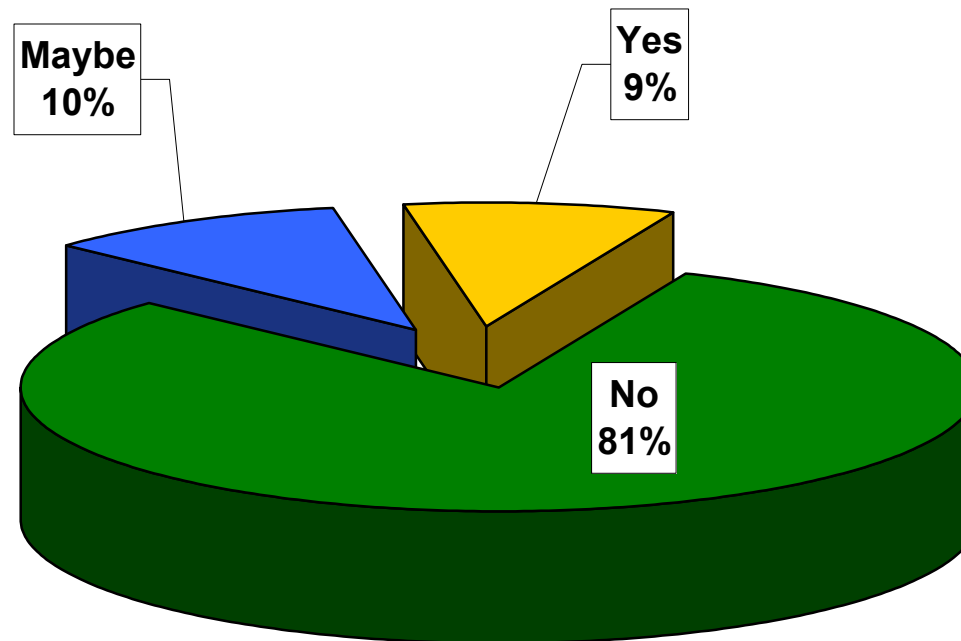


### Q3 Internet access in home (whole population)

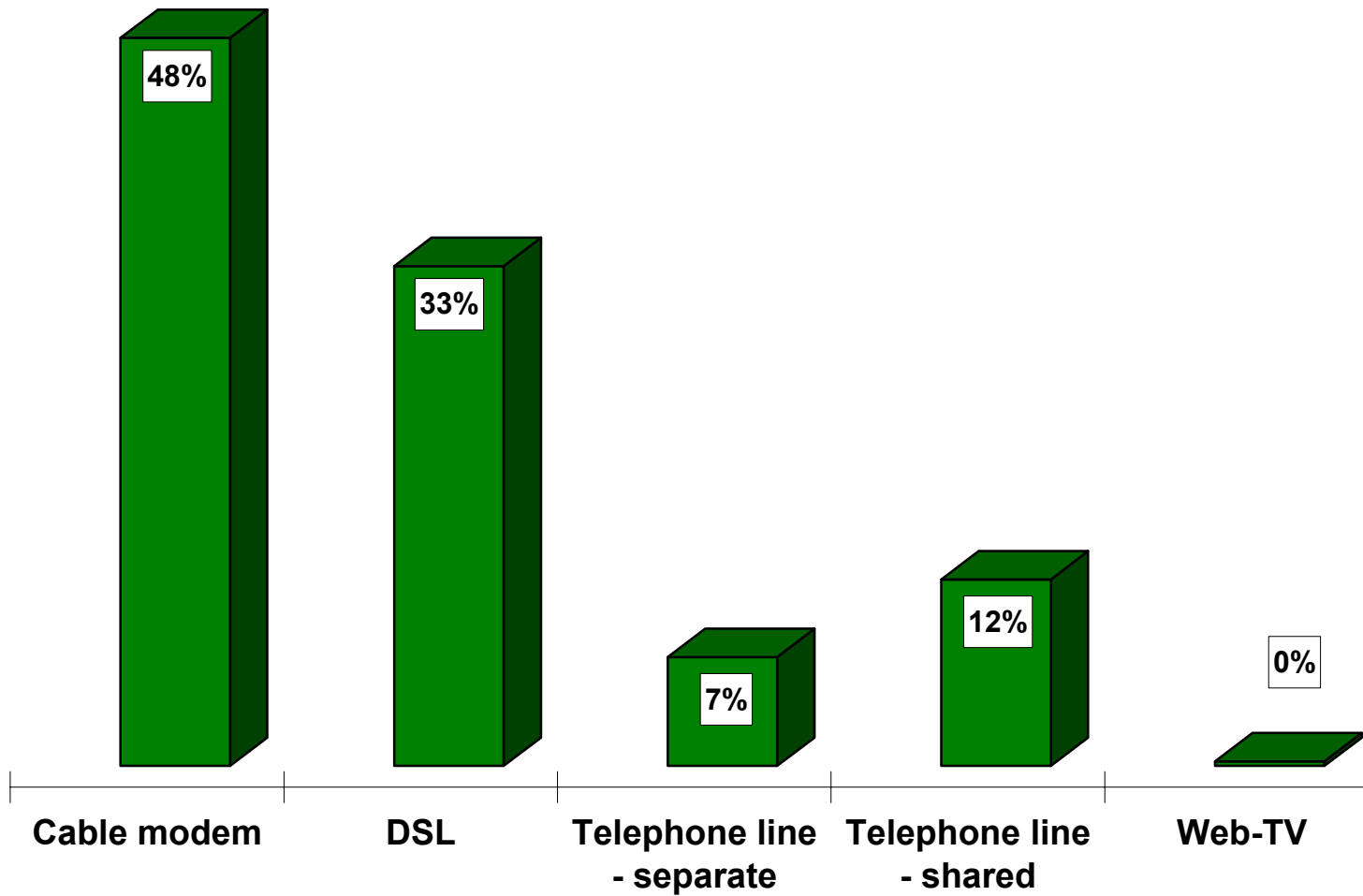


**Q4 Non-Internet subscribers, what is the main reason you do not have Internet**

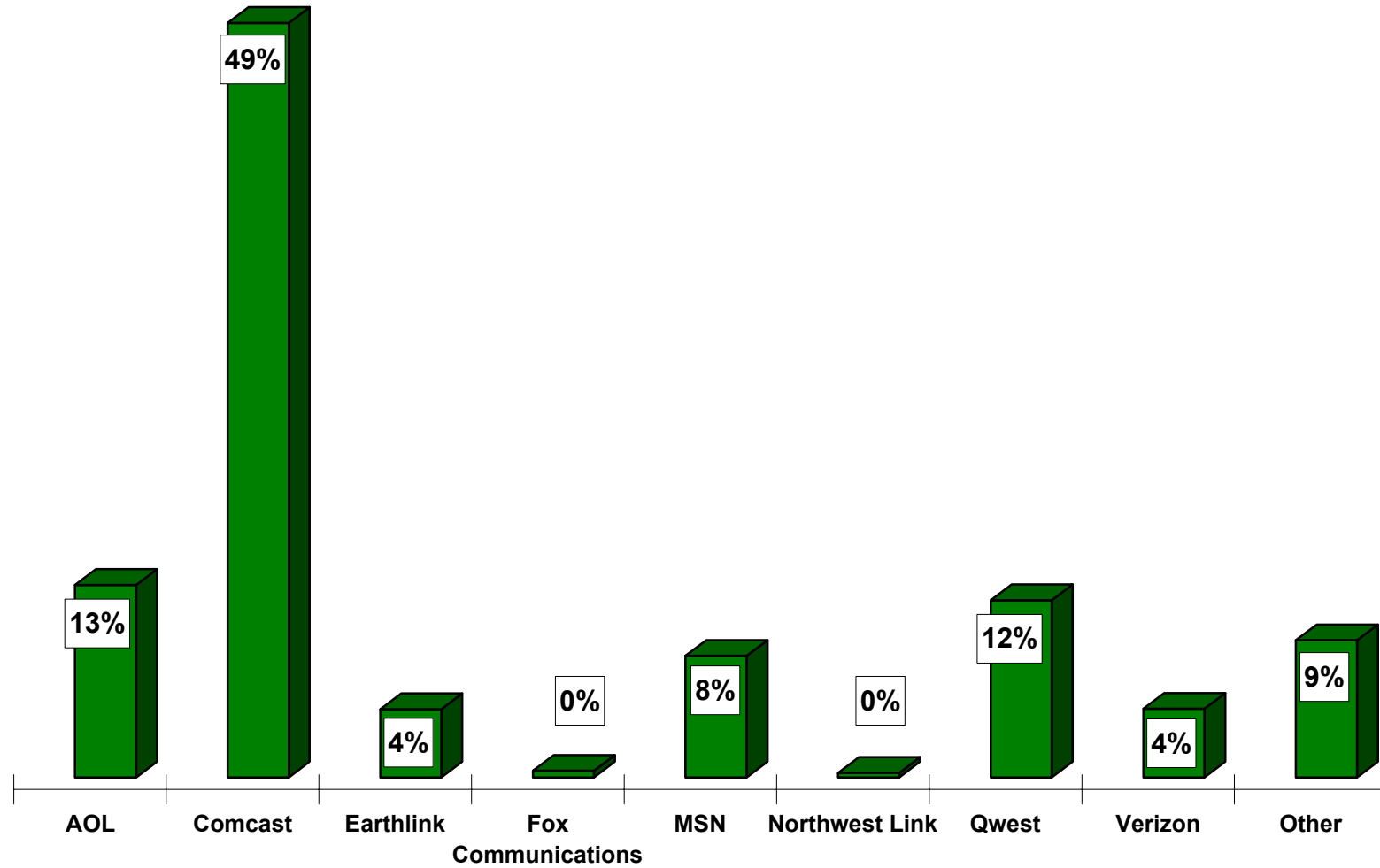
**Q5 Non-Internet subscribers, do you plan to obtain Internet access in the next year?**



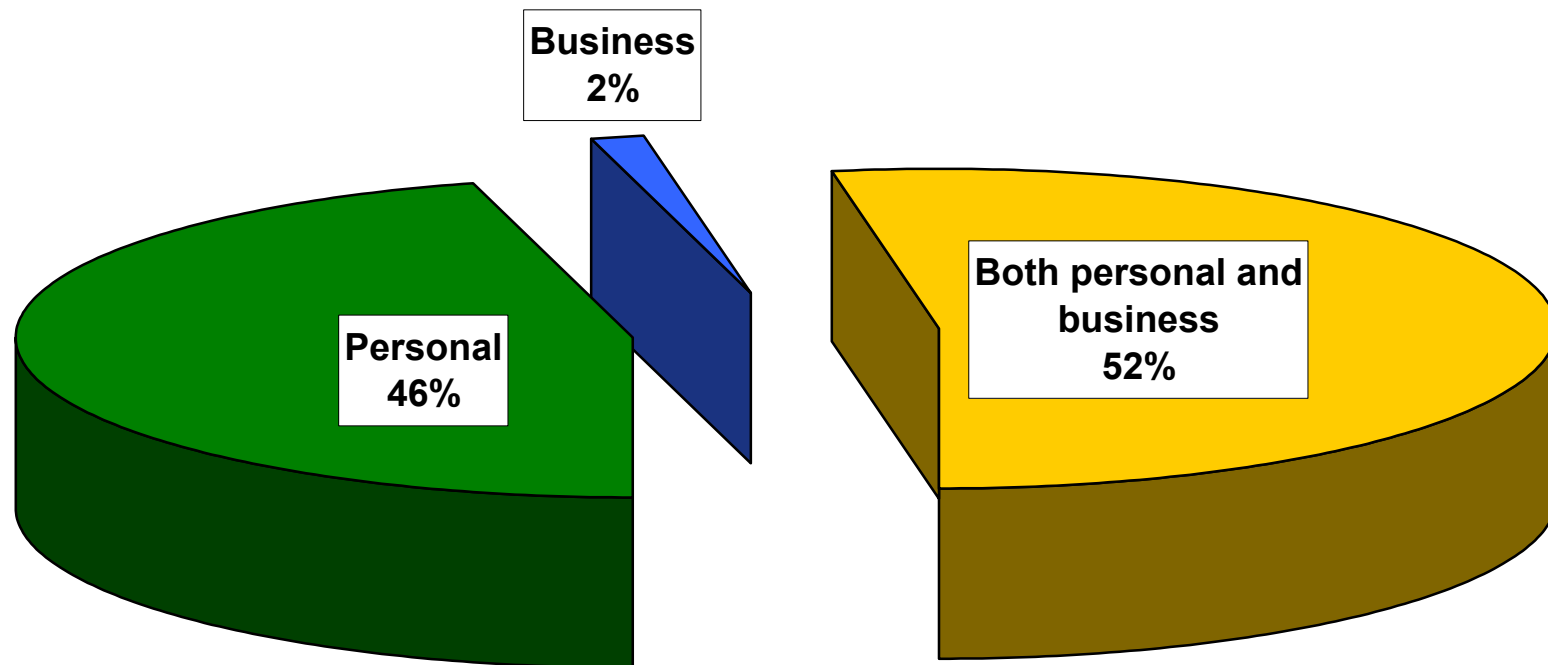
### Q6 Internet connection type



### Q7 Internet provider

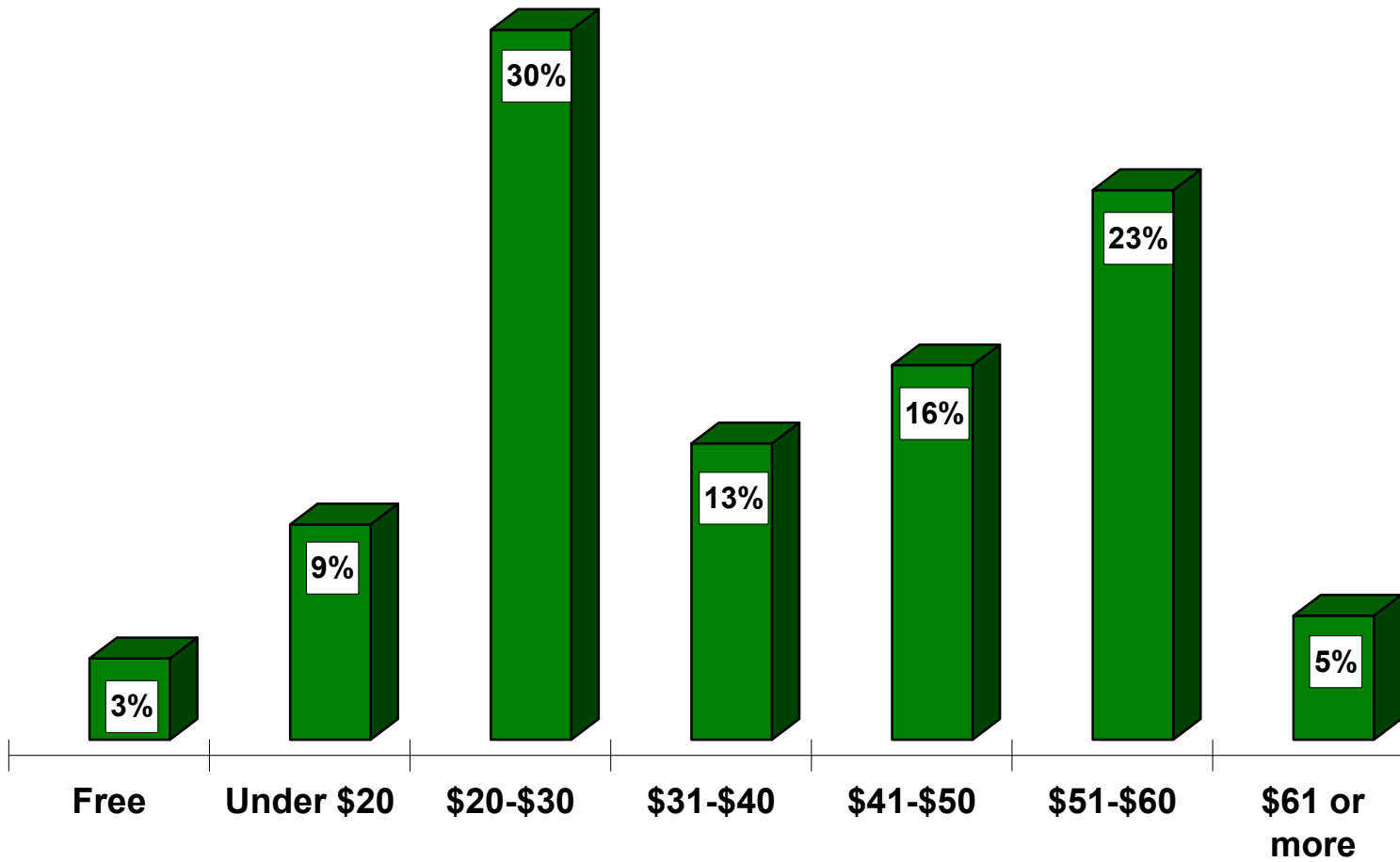


**Q8 Internet access for personal or business use**

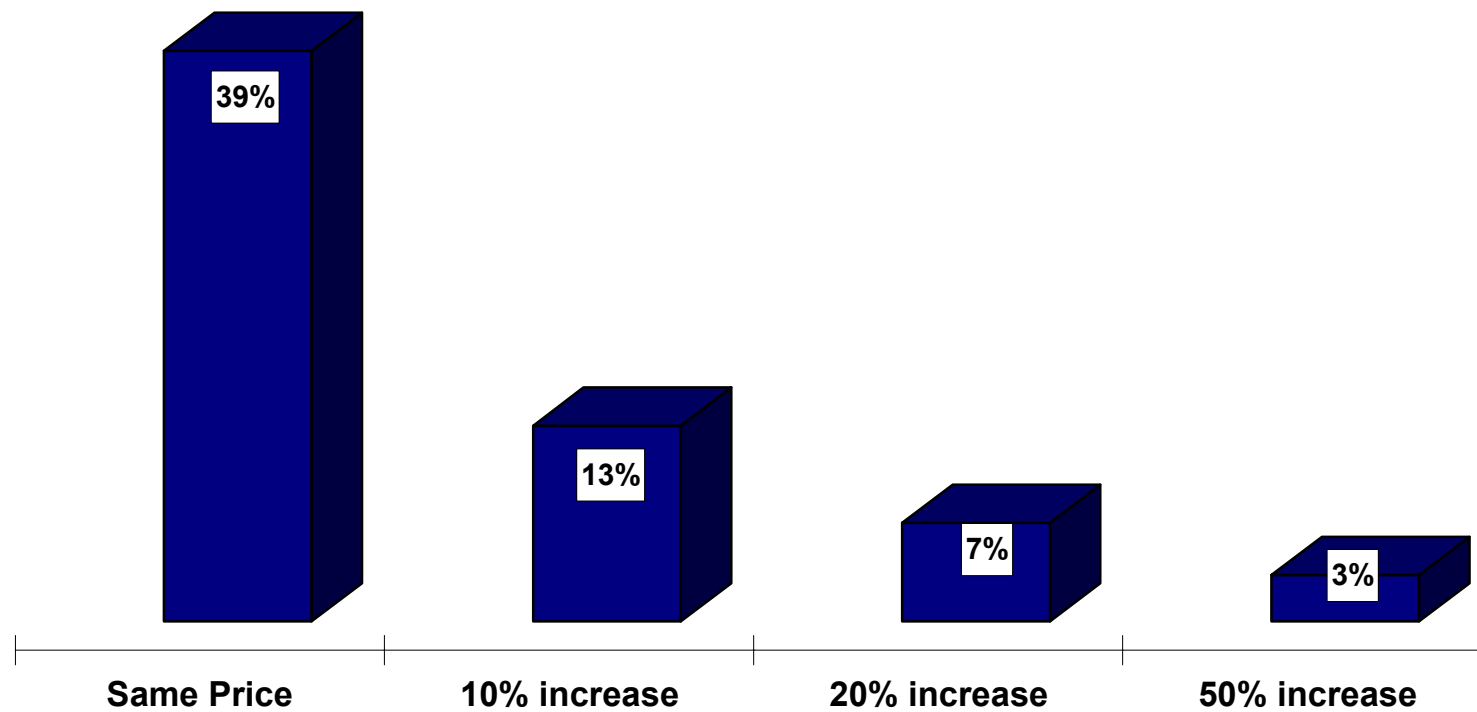




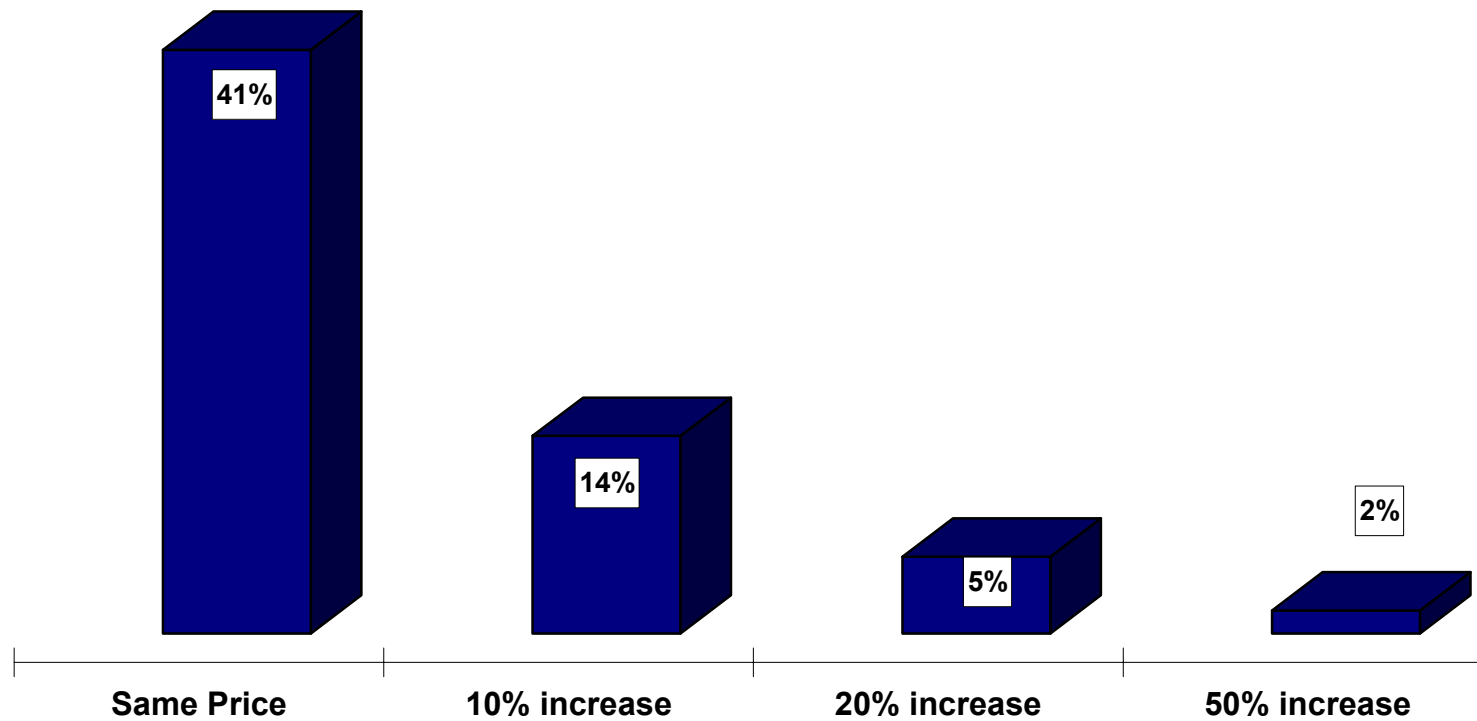
### Q9 Pay per month for Internet service



**Q10 Willingness to switch to an Internet service that offers increased connection speed while being on-line all the time for...**

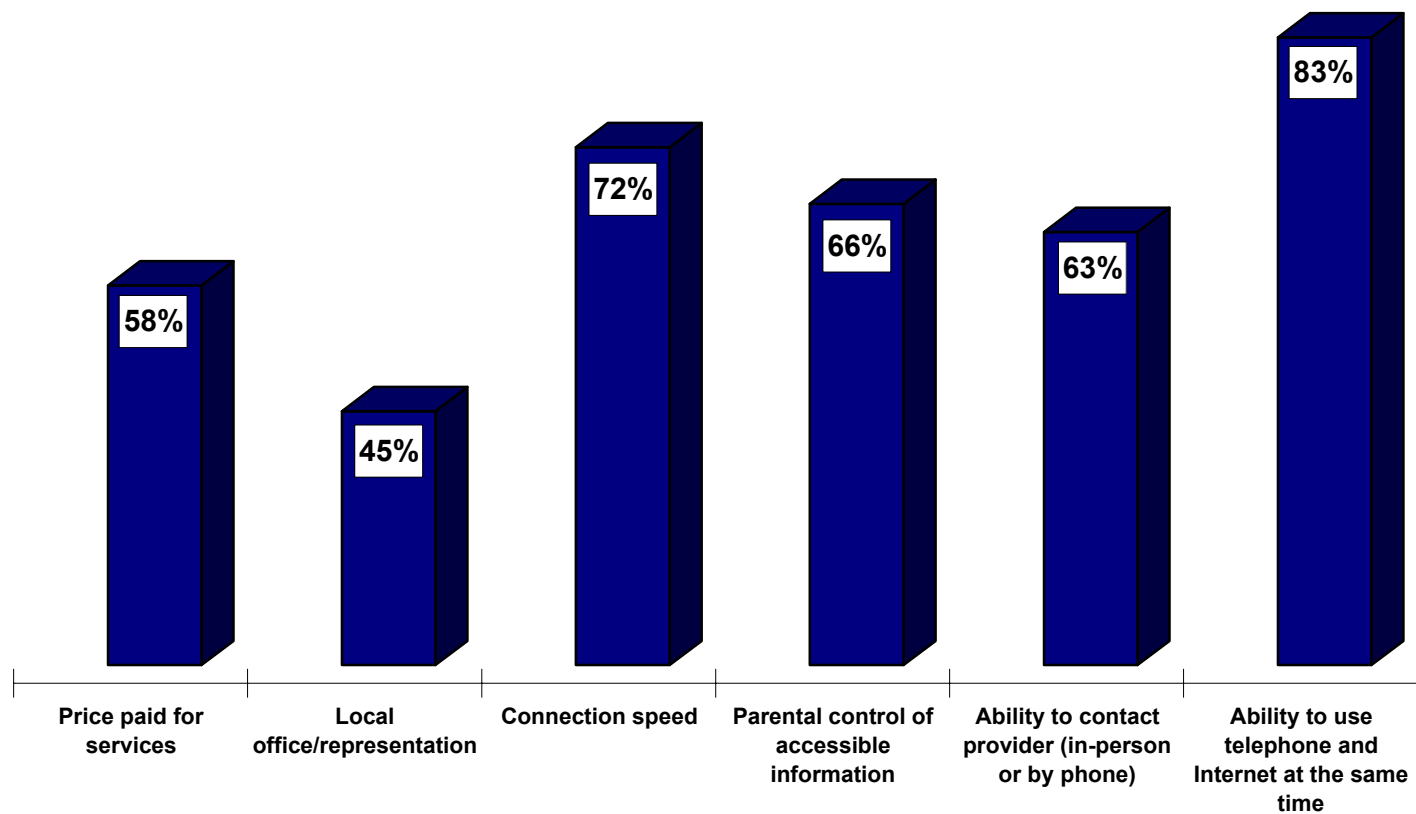


Top two = Somewhat Willing and Very Willing

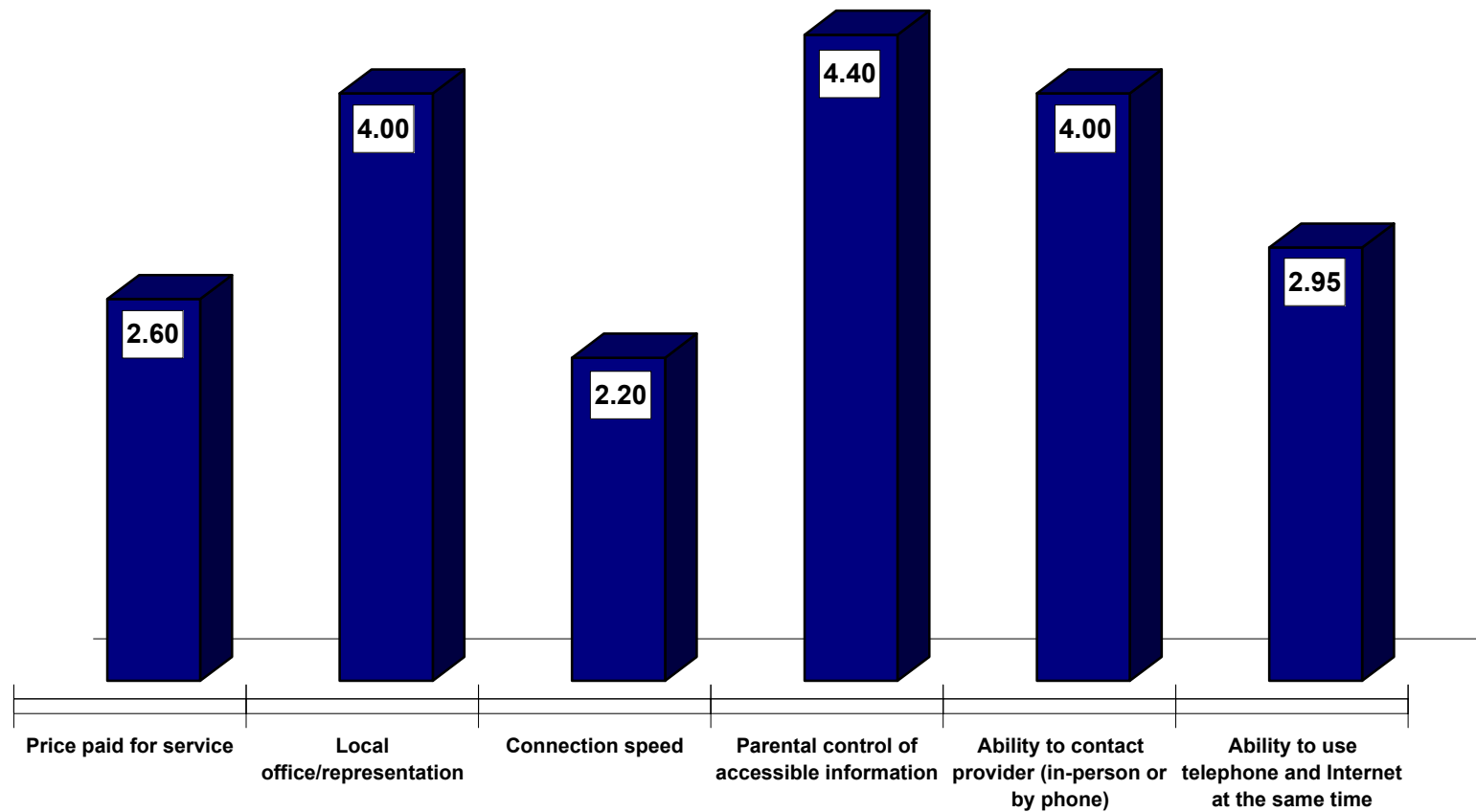
**Q11 How interested would you be in a wireless Internet service for...**

Top two = Somewhat Interested and Very Interested

## Q12 Satisfaction with current Internet service

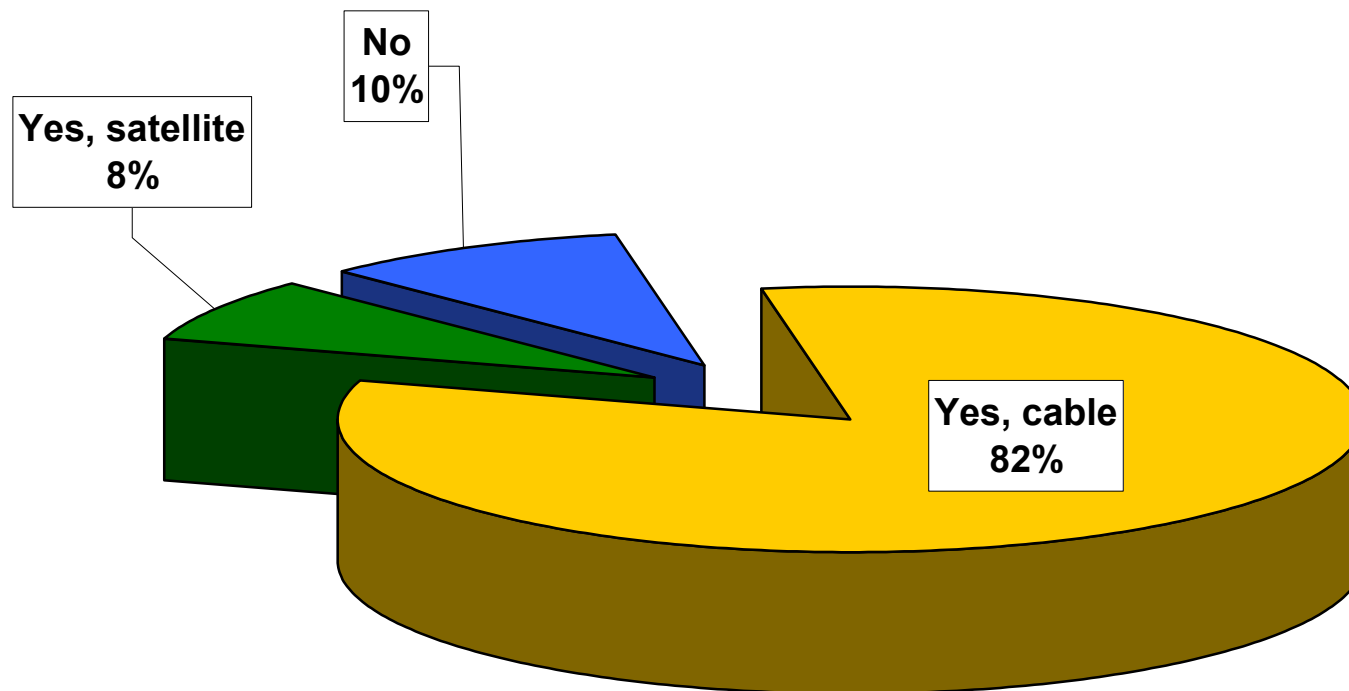


Top two = Somewhat Satisfied and Very Satisfied

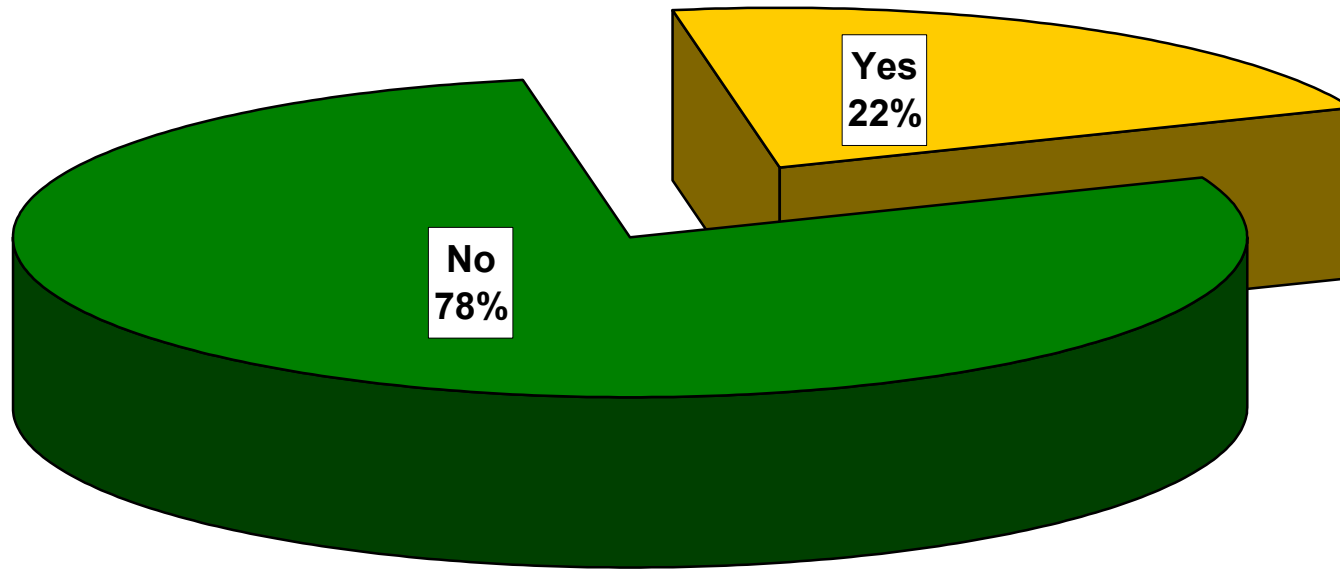
**Q13 Importance of Internet service features**

Graph shows the mean importance. 1 = Most Important, 6 = Least Important

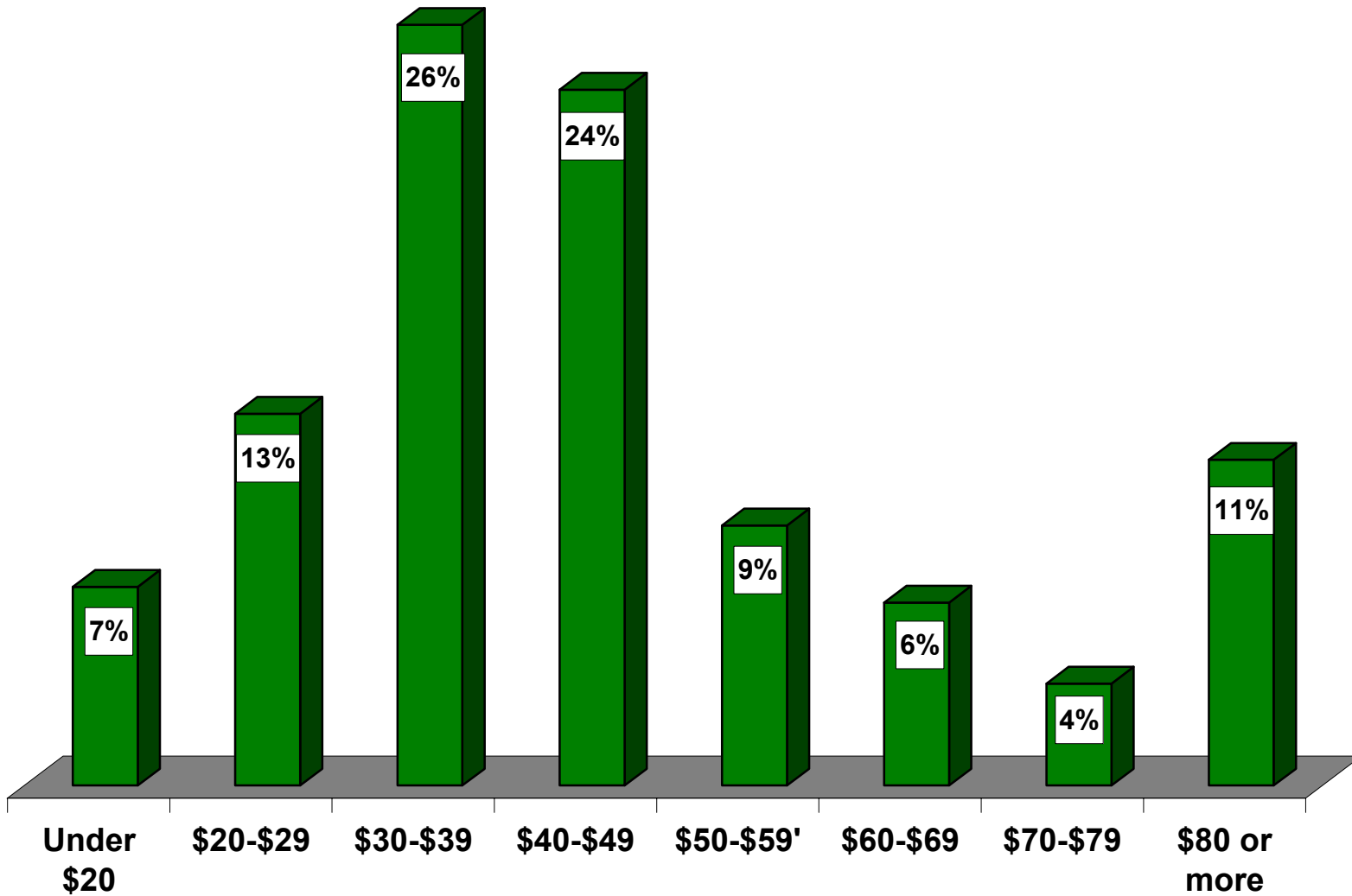
**Q14 Subscribe to cable or satellite television**



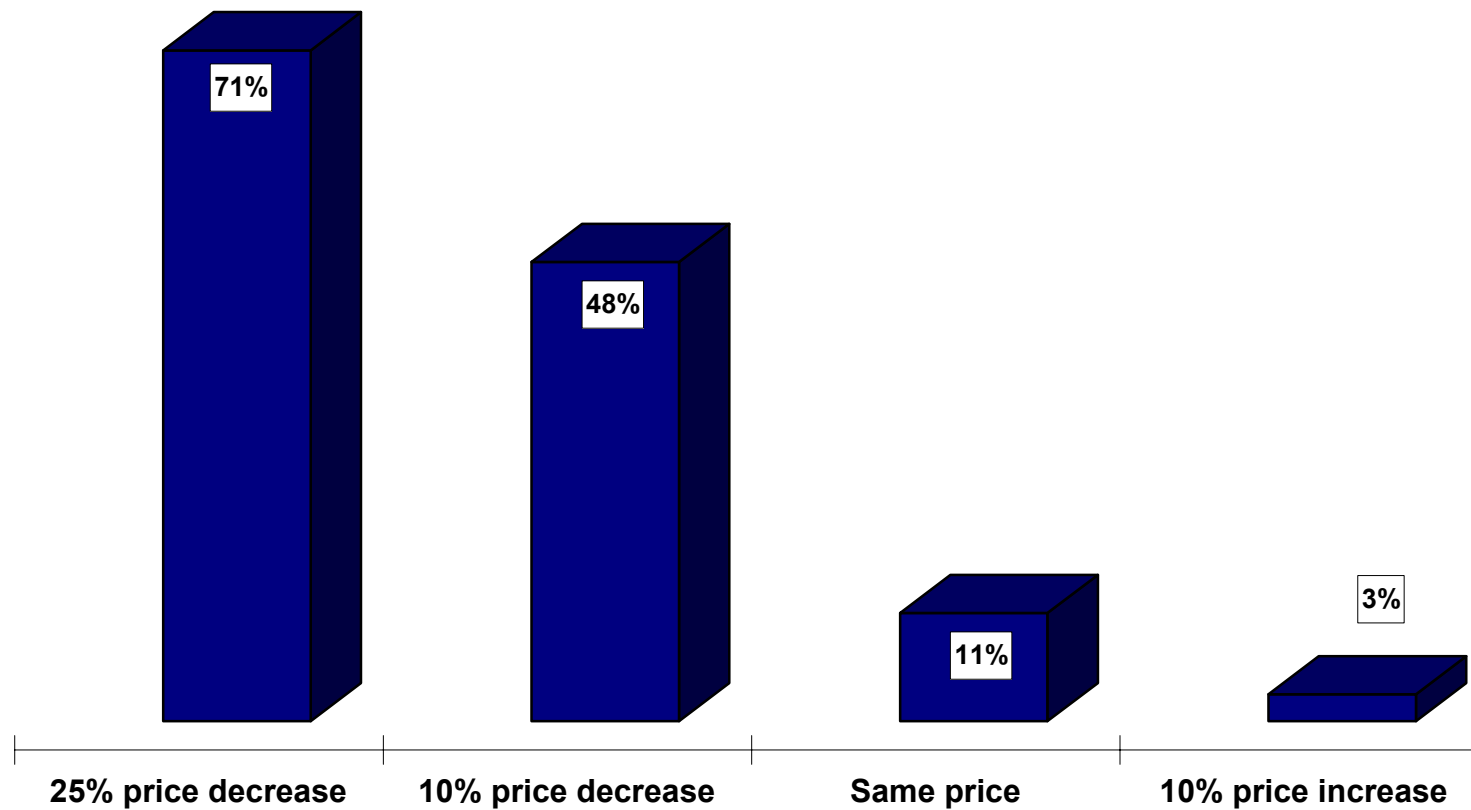
**Q15 Cable subscribers, have you considered purchasing satellite television service?**



### Q16 Pay per month for cable/satellite television service

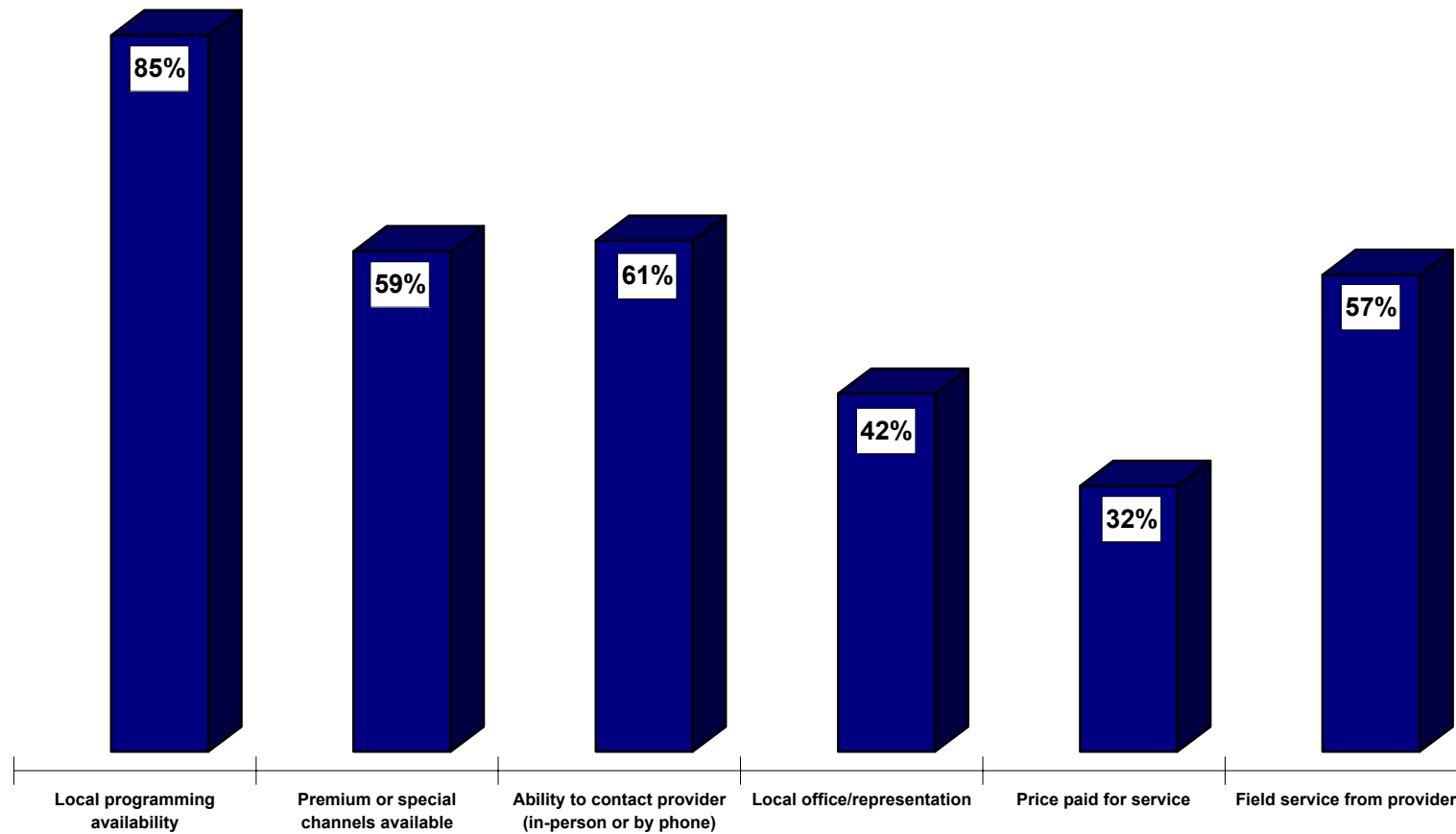




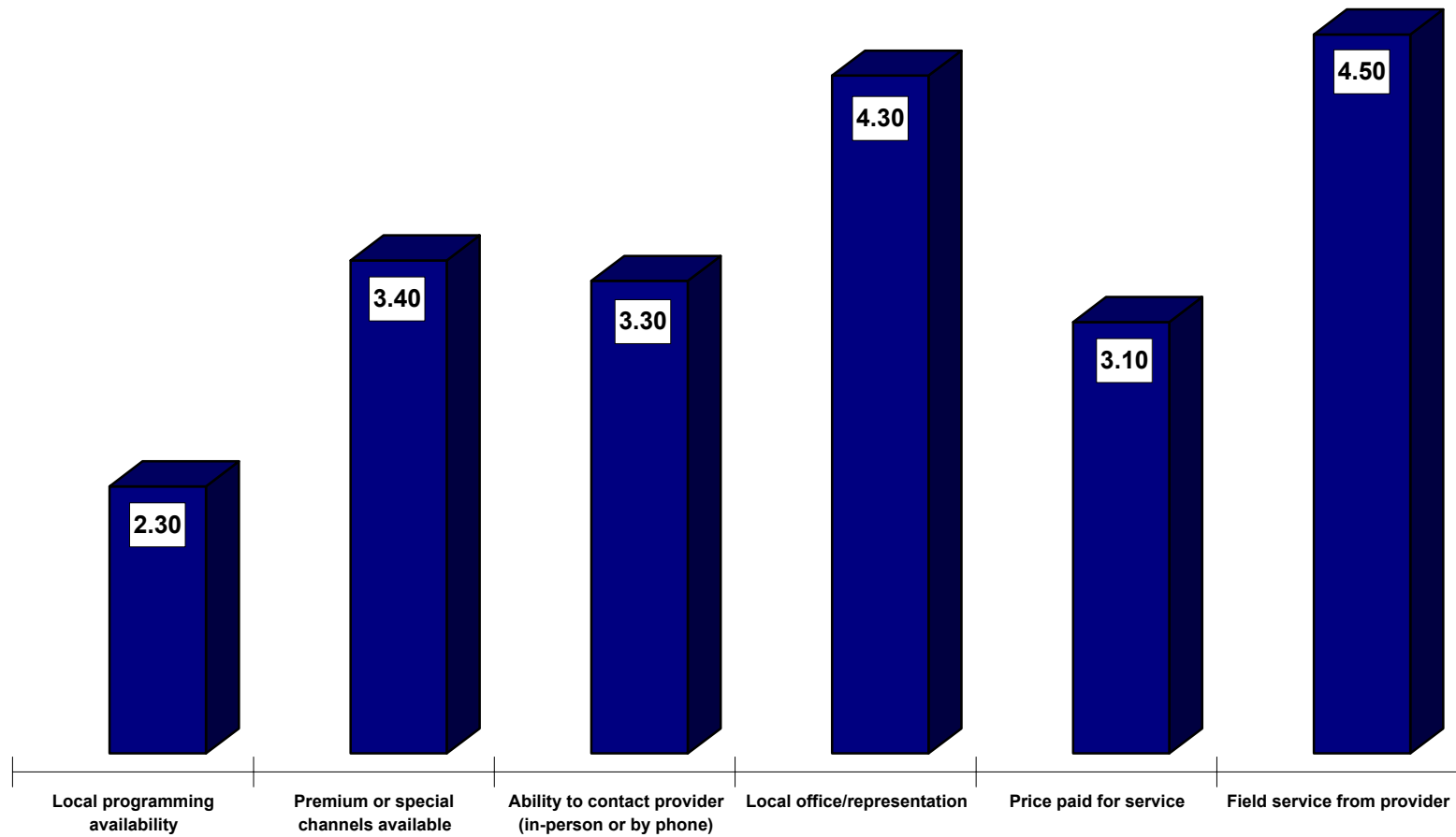
**Q17 Willingness to switch cable/satellite provider for similar cable offering for...**

Top two = Somewhat Willing and Very Willing

## Q18 Satisfaction with your current cable/satellite television service

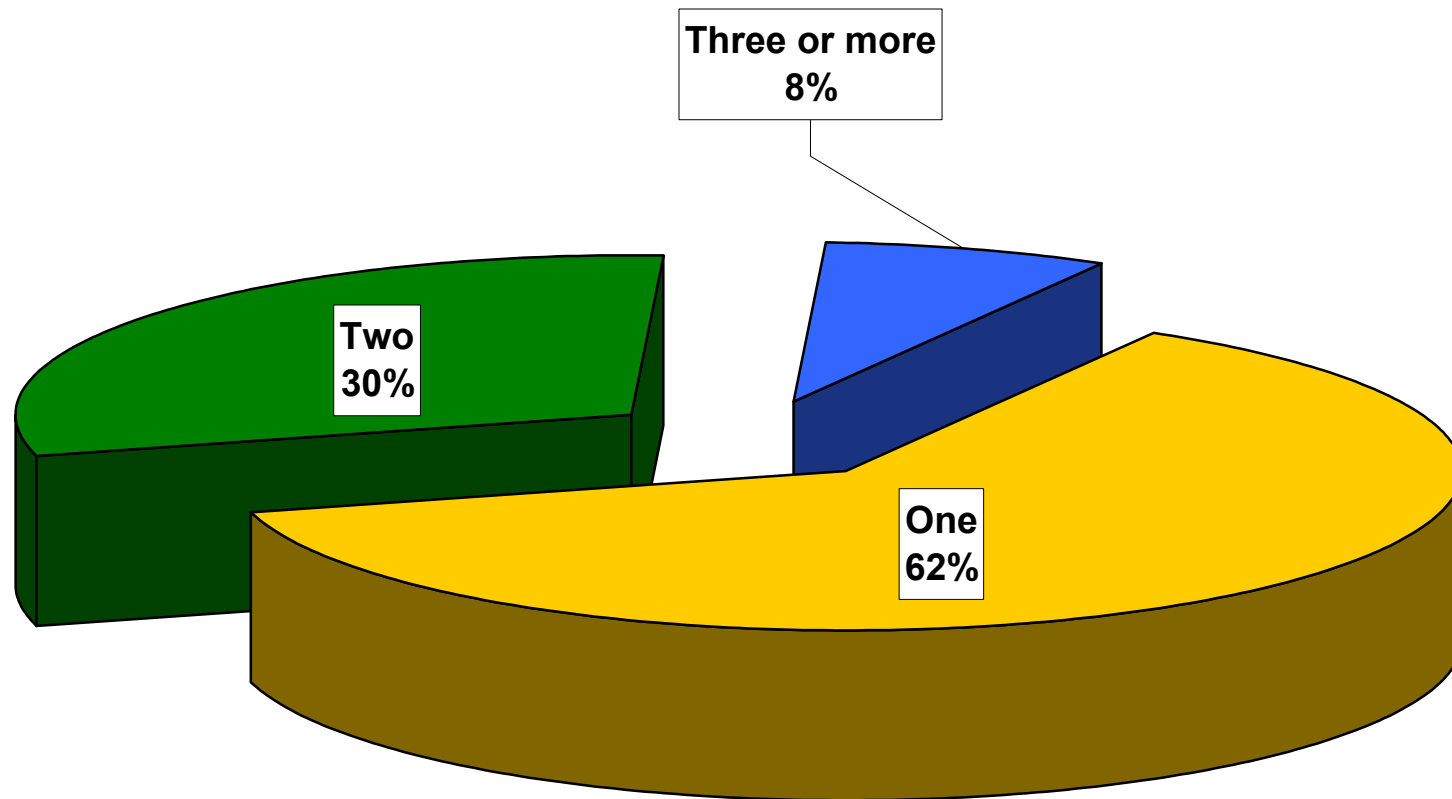


Top two = Somewhat Satisfied and Very Satisfied

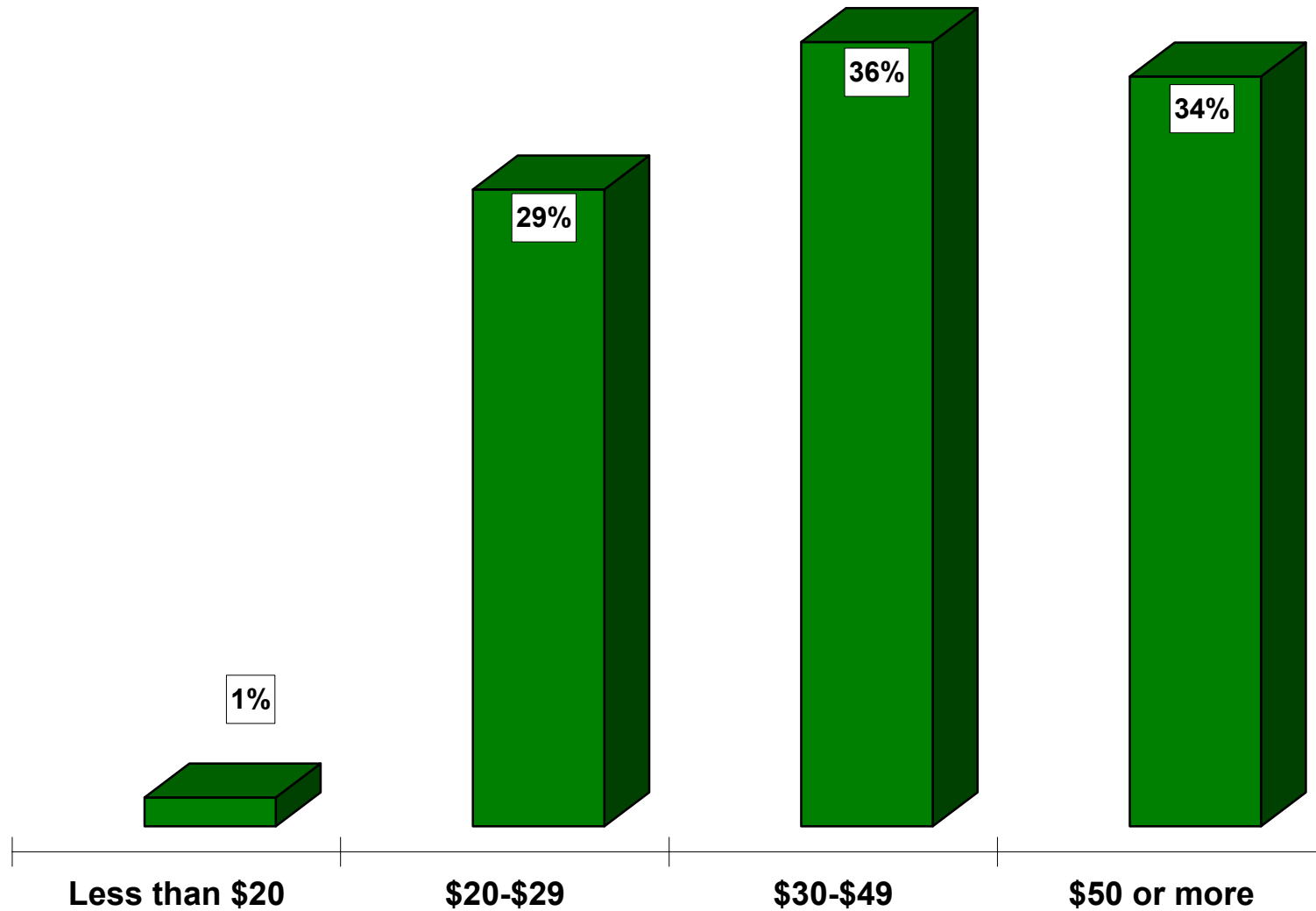
**Q19 Importance of Cable/Satellite television service features**

Graph shows the mean importance. 1 = Most Important, 6 = Least Important

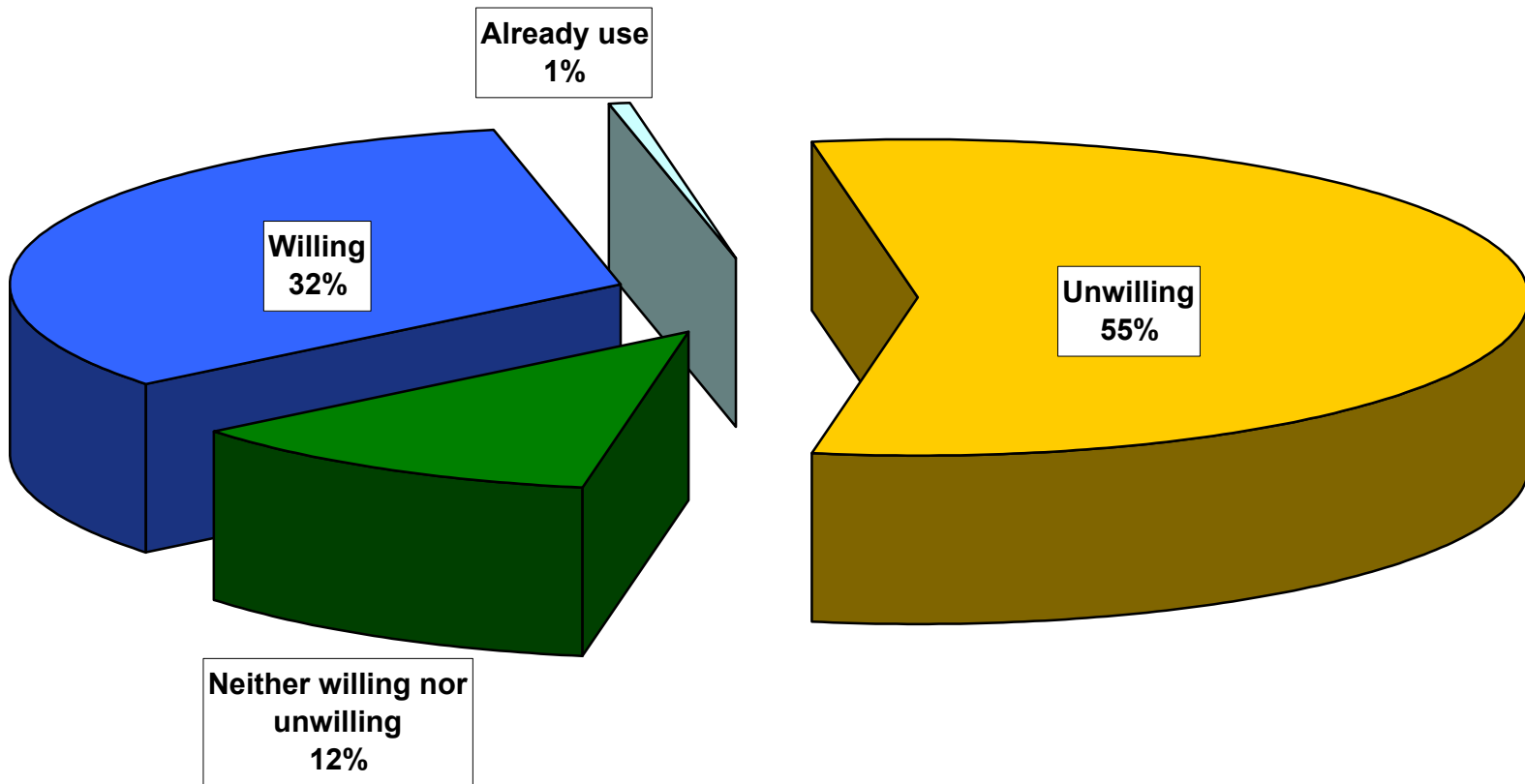
### Q20 Number of telephone lines



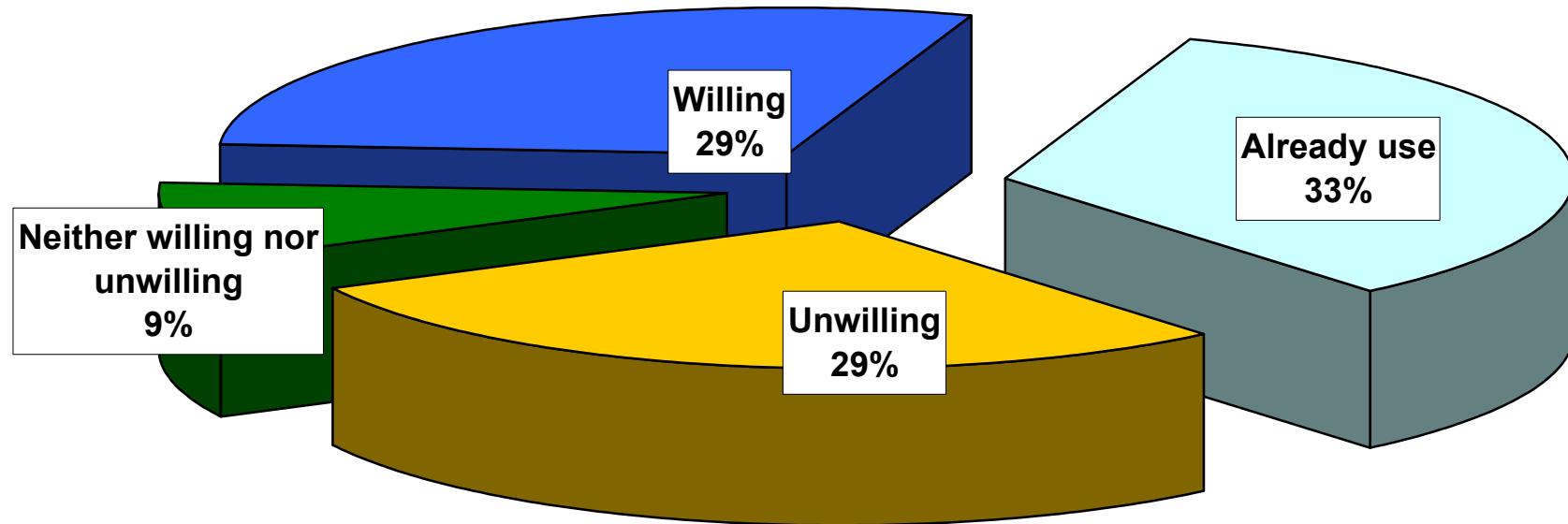
### Q21 Pay per month on telephone bill

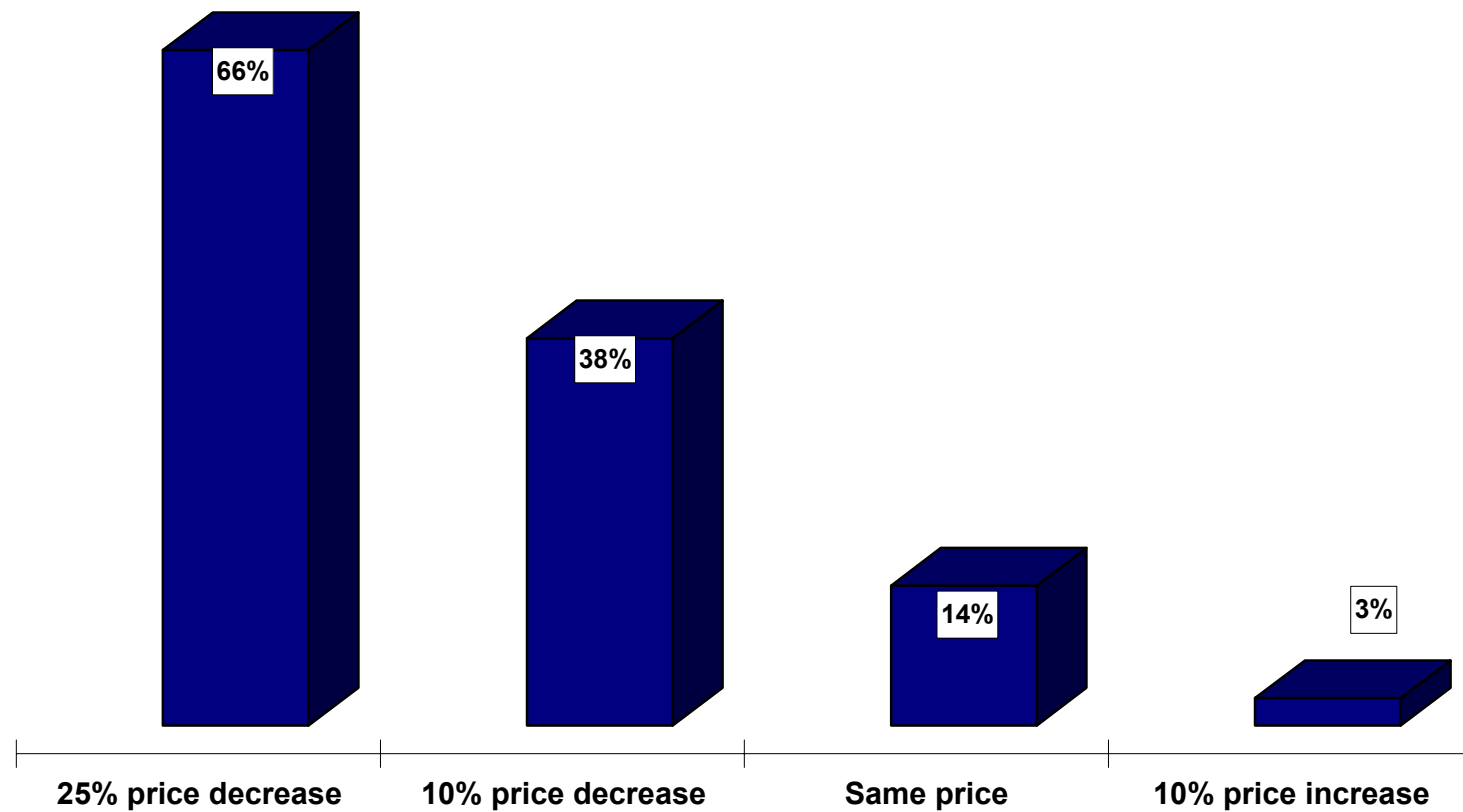


### Q22A Willingness to switch to cell phone as primary number



**Q22B Willingness to switch to cell phone as second line**

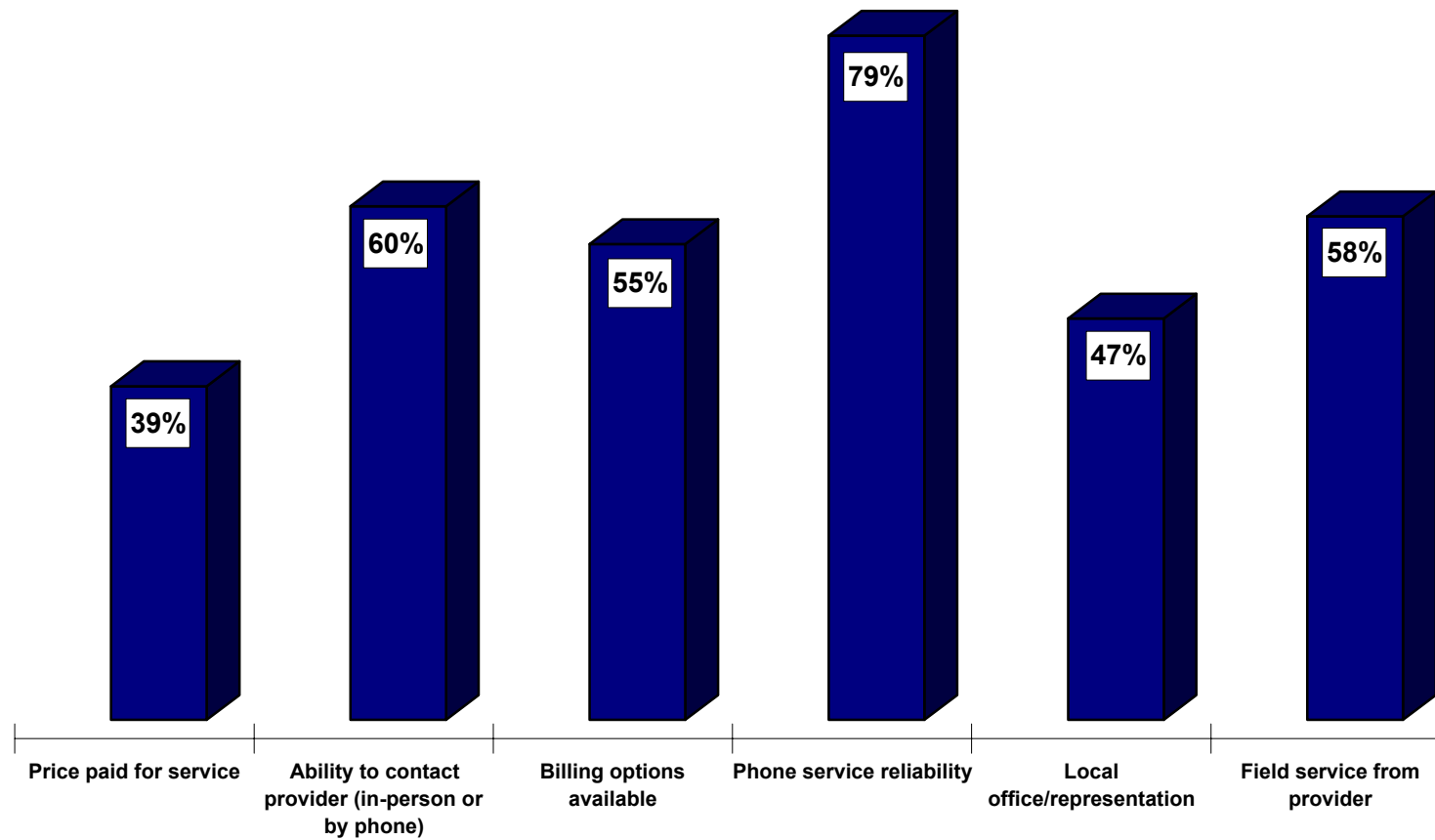


**Q23 Willingness to switch local telephone provider with a similar product offering**

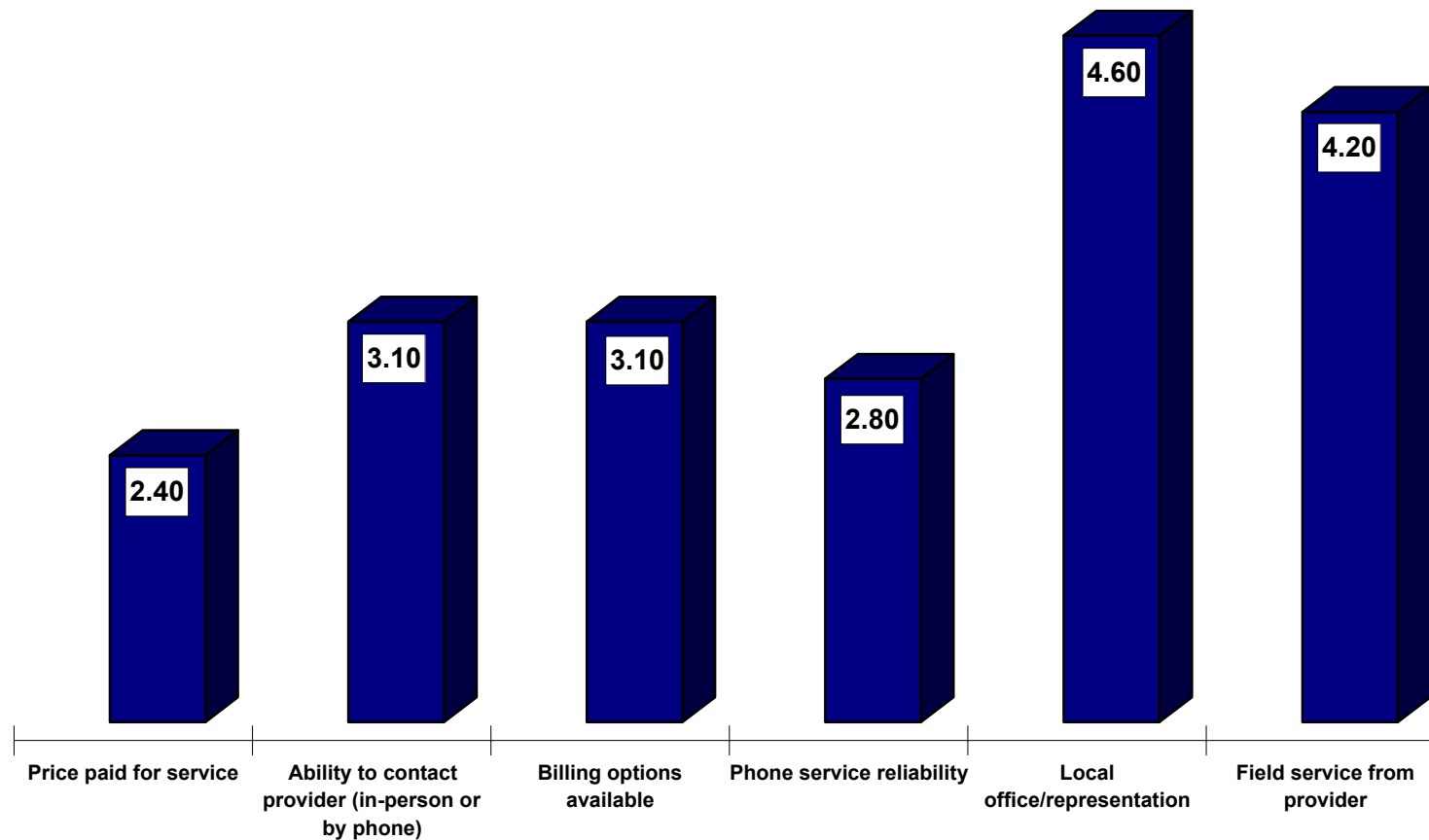
Top two = Somewhat Willing and Very Willing



## Q24 Satisfaction with current telephone service

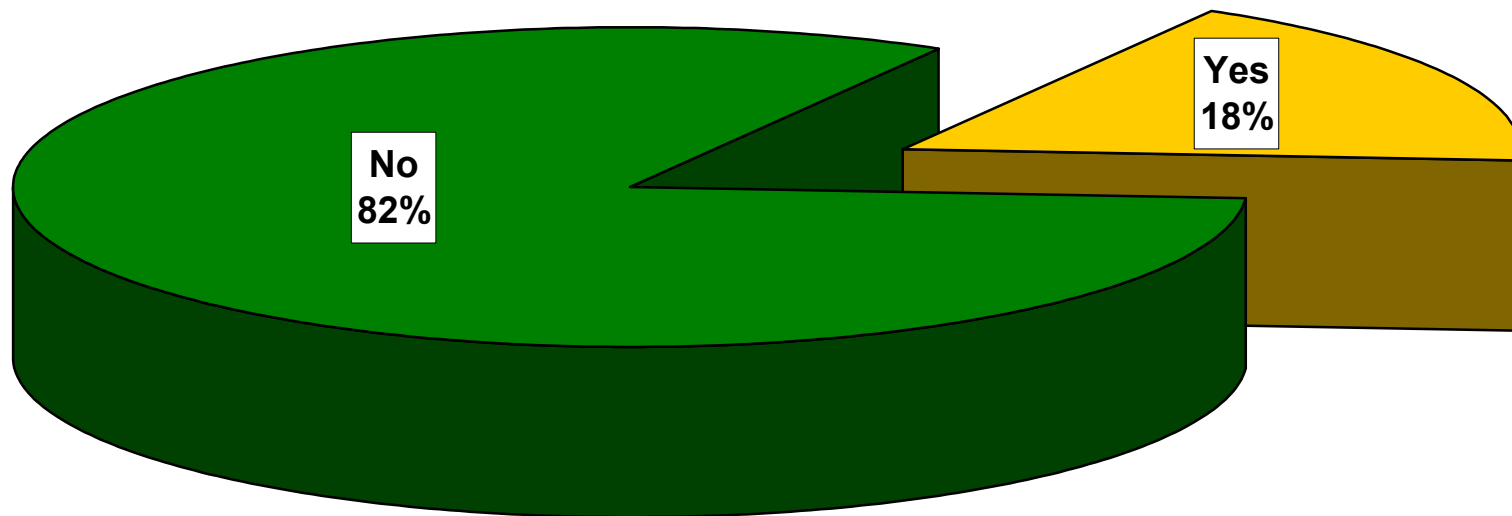


Top two = Somewhat Satisfied and Very Satisfied

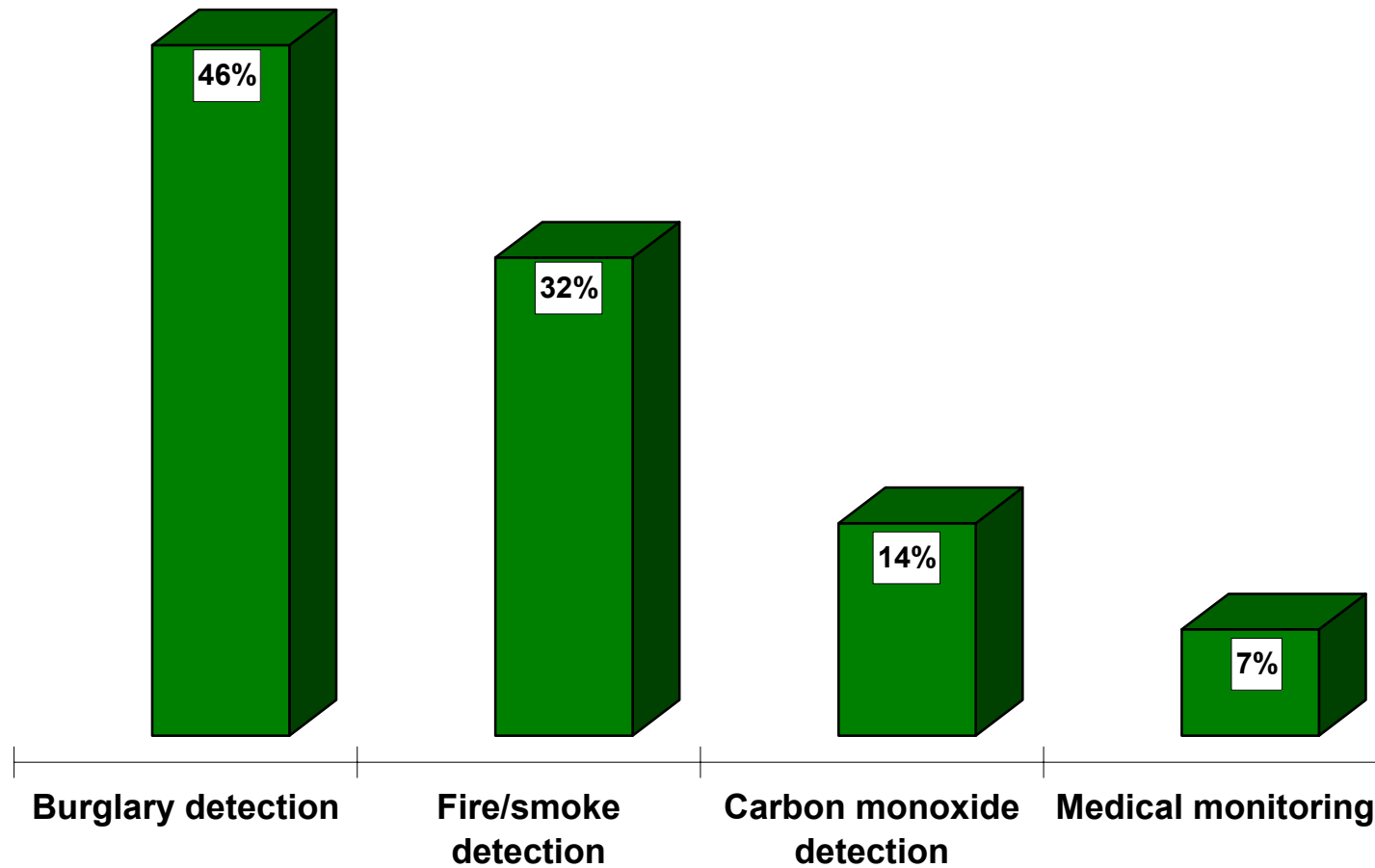
**Q25 Importance of Telephone service features**

Graph shows the mean importance. 1 = Most Important, 6 = Least Important

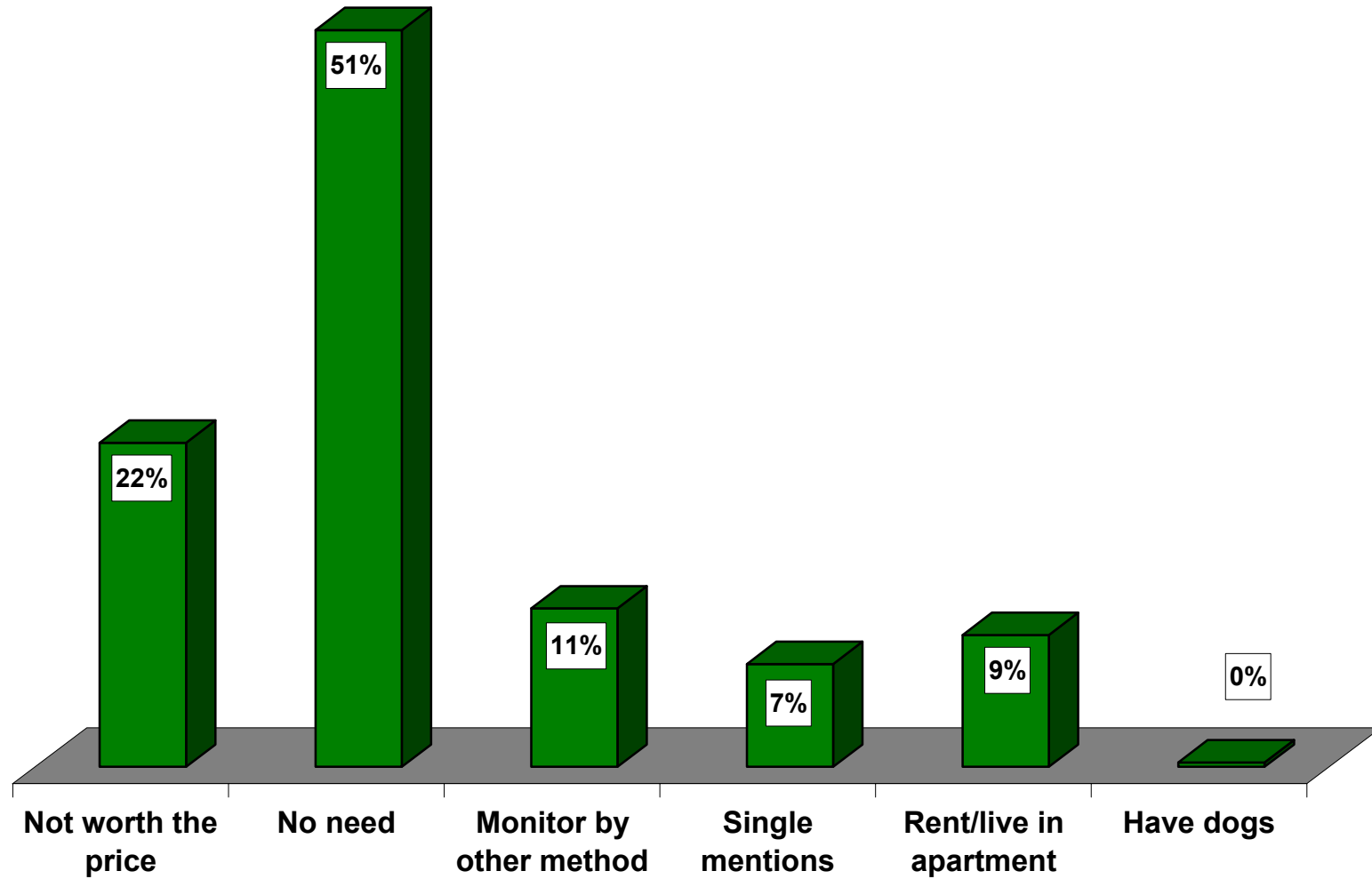
**Q26 Subscribe to security or monitoring service**

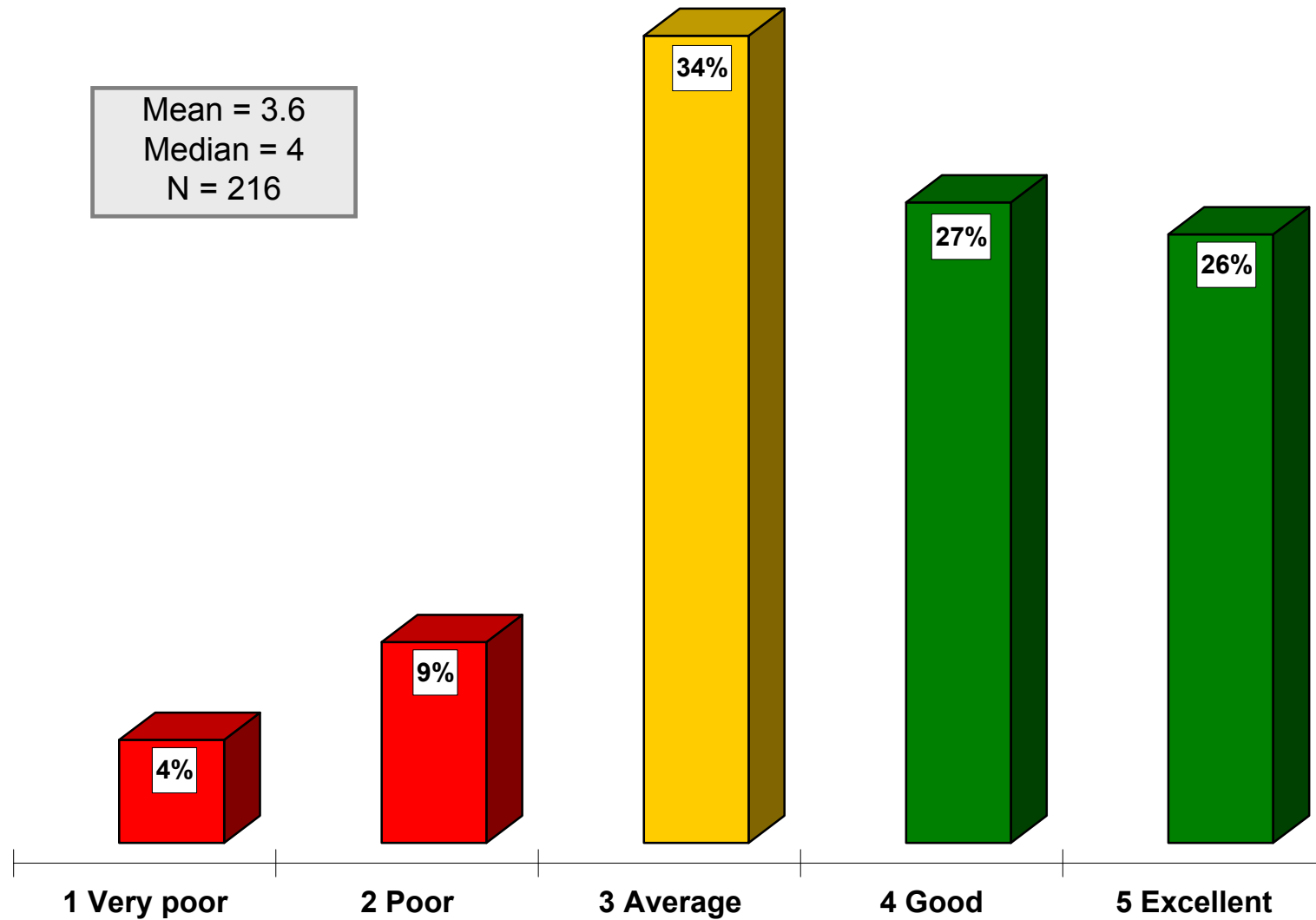


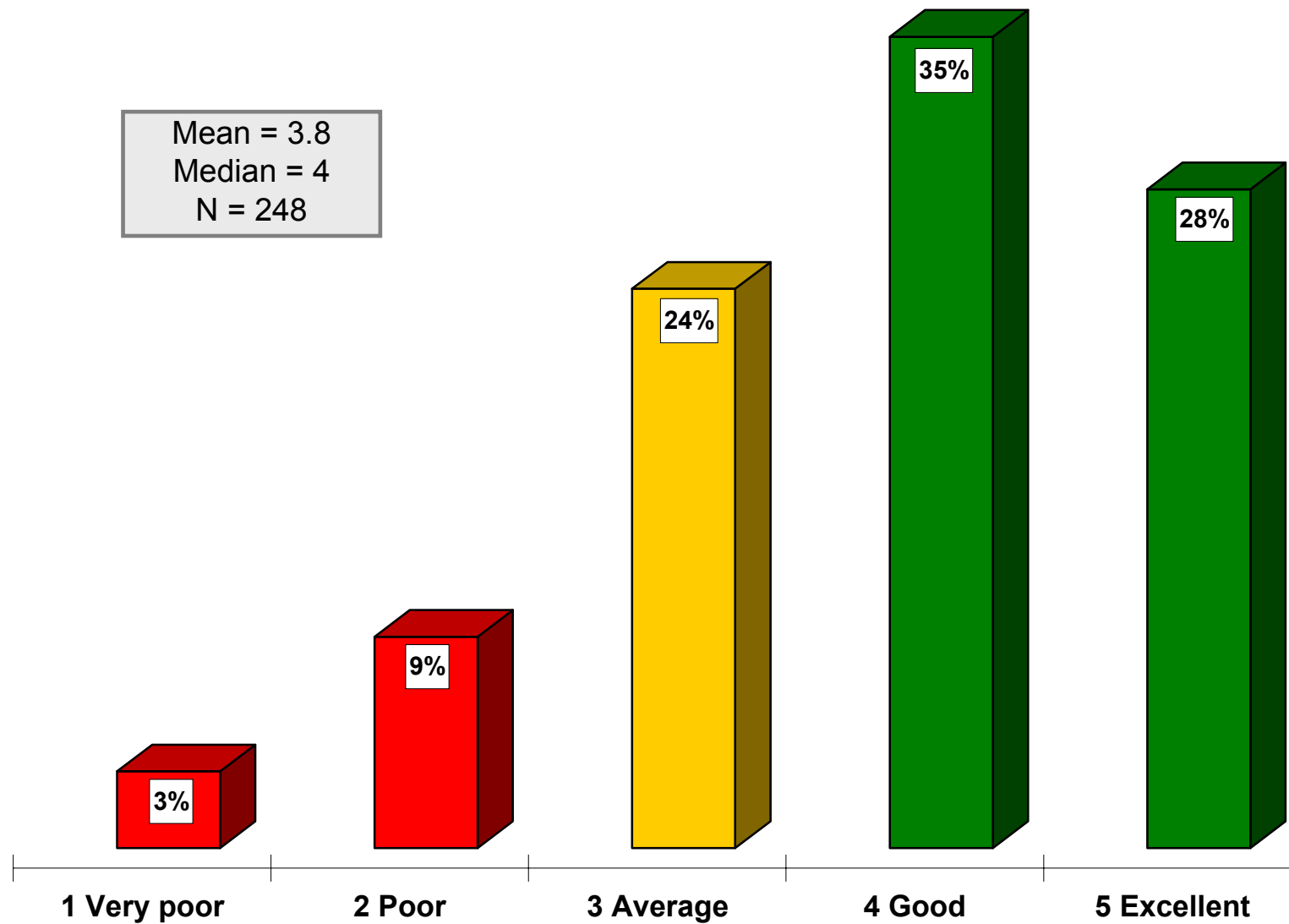
**Q27 Security or monitoring service subscribers, which services do you subscribe**

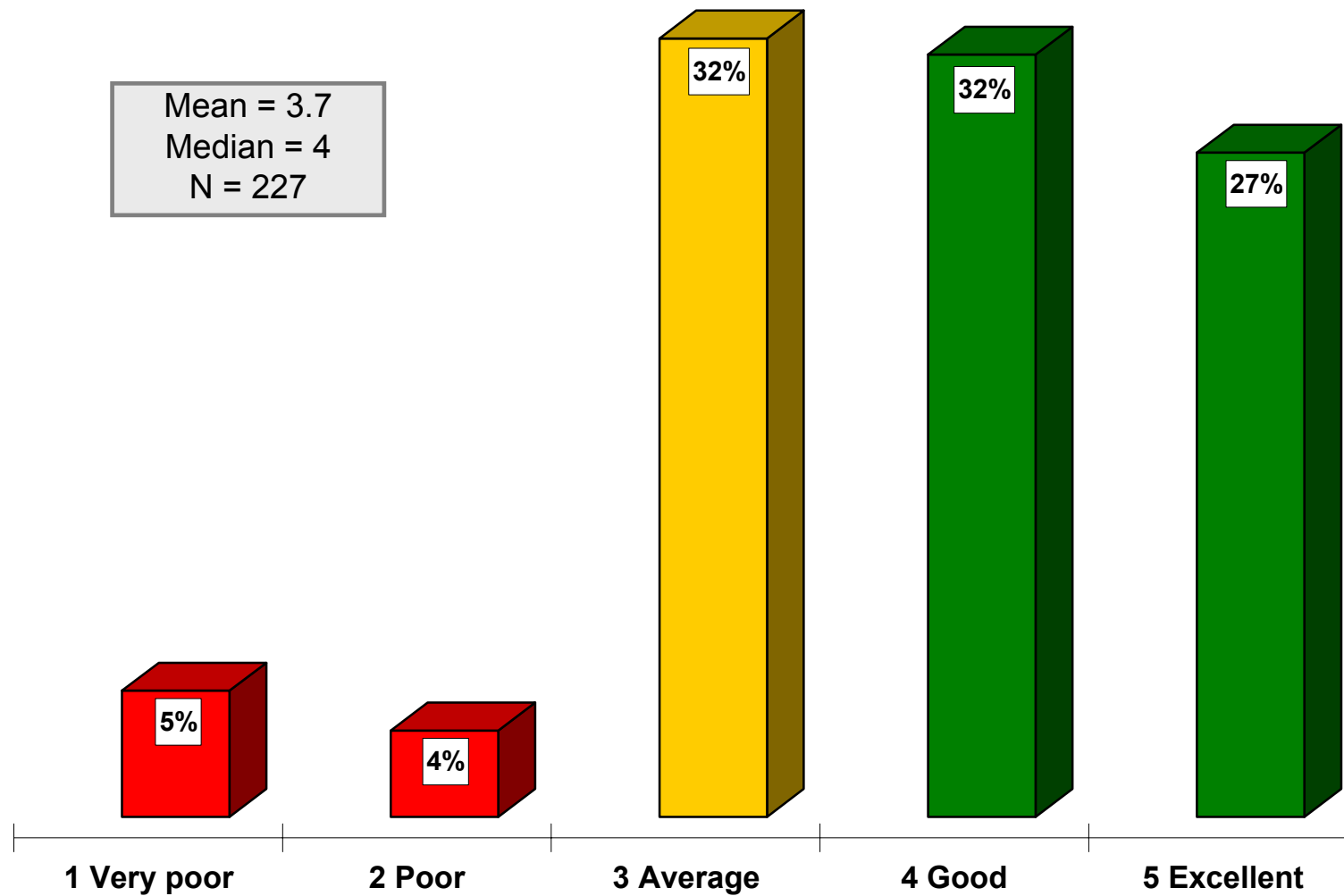


**Q28 Security and monitoring service non-subscribers, what is the reason for not subscribing?**

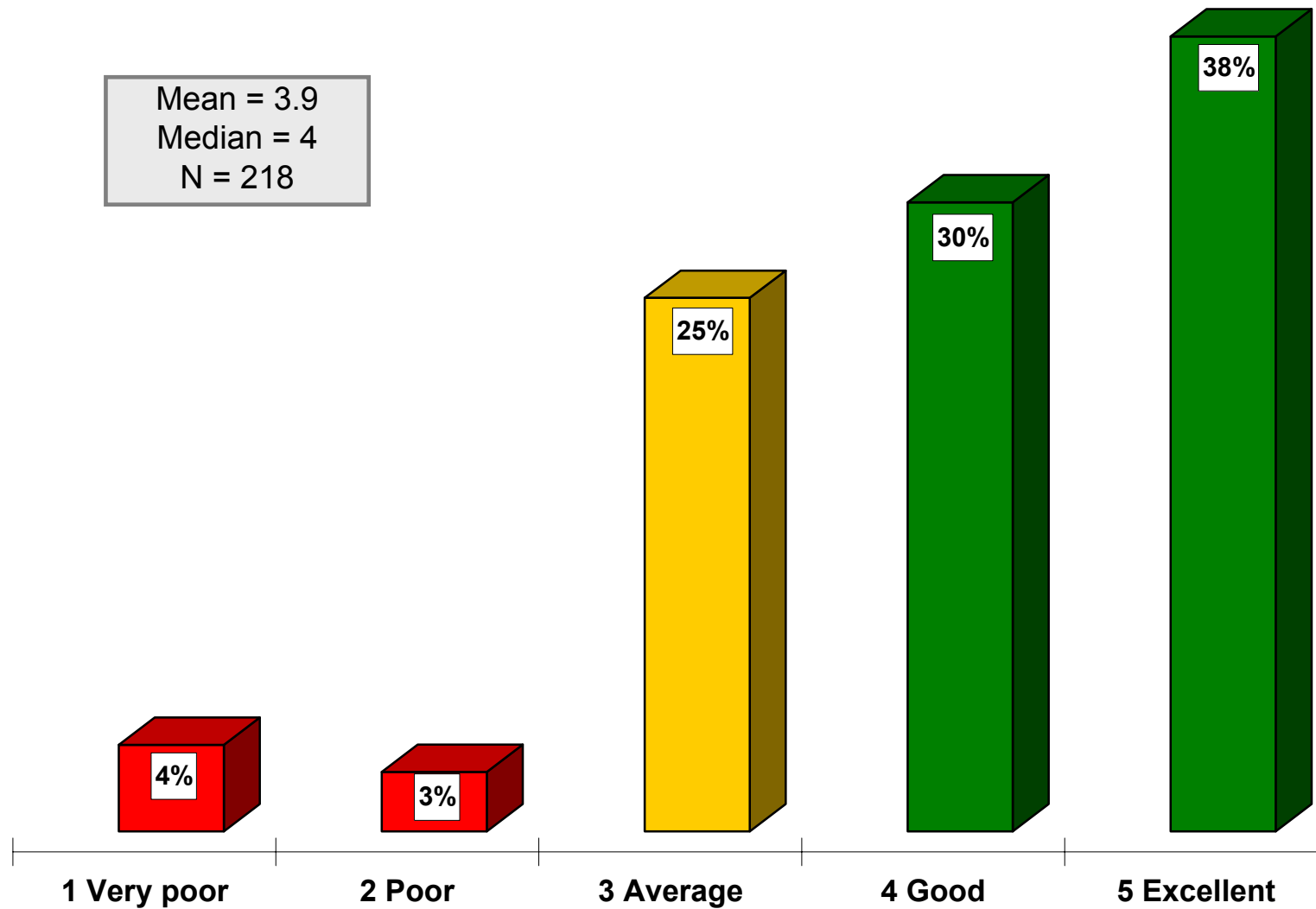


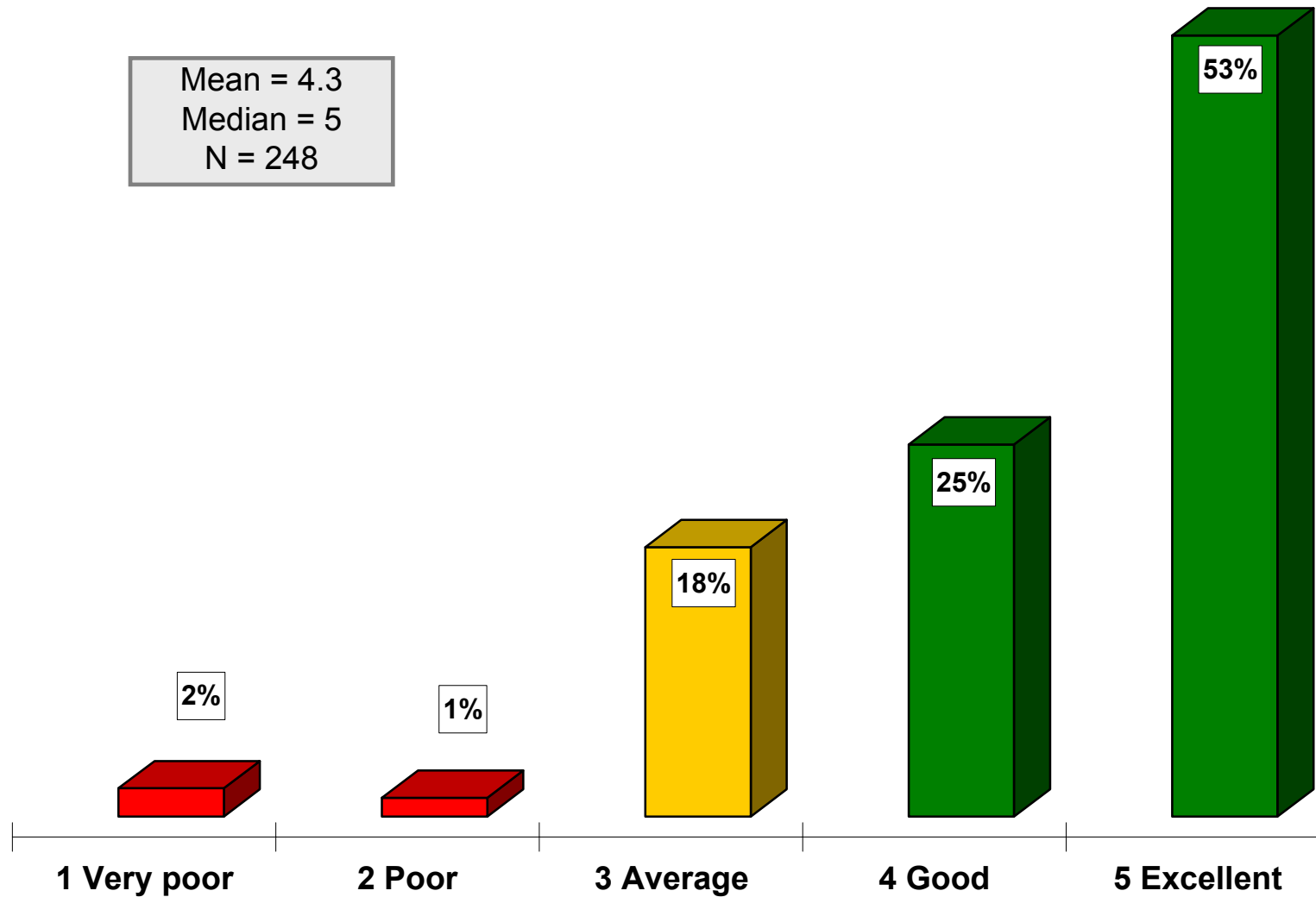
**Q29A Customer service - Internet Provider**

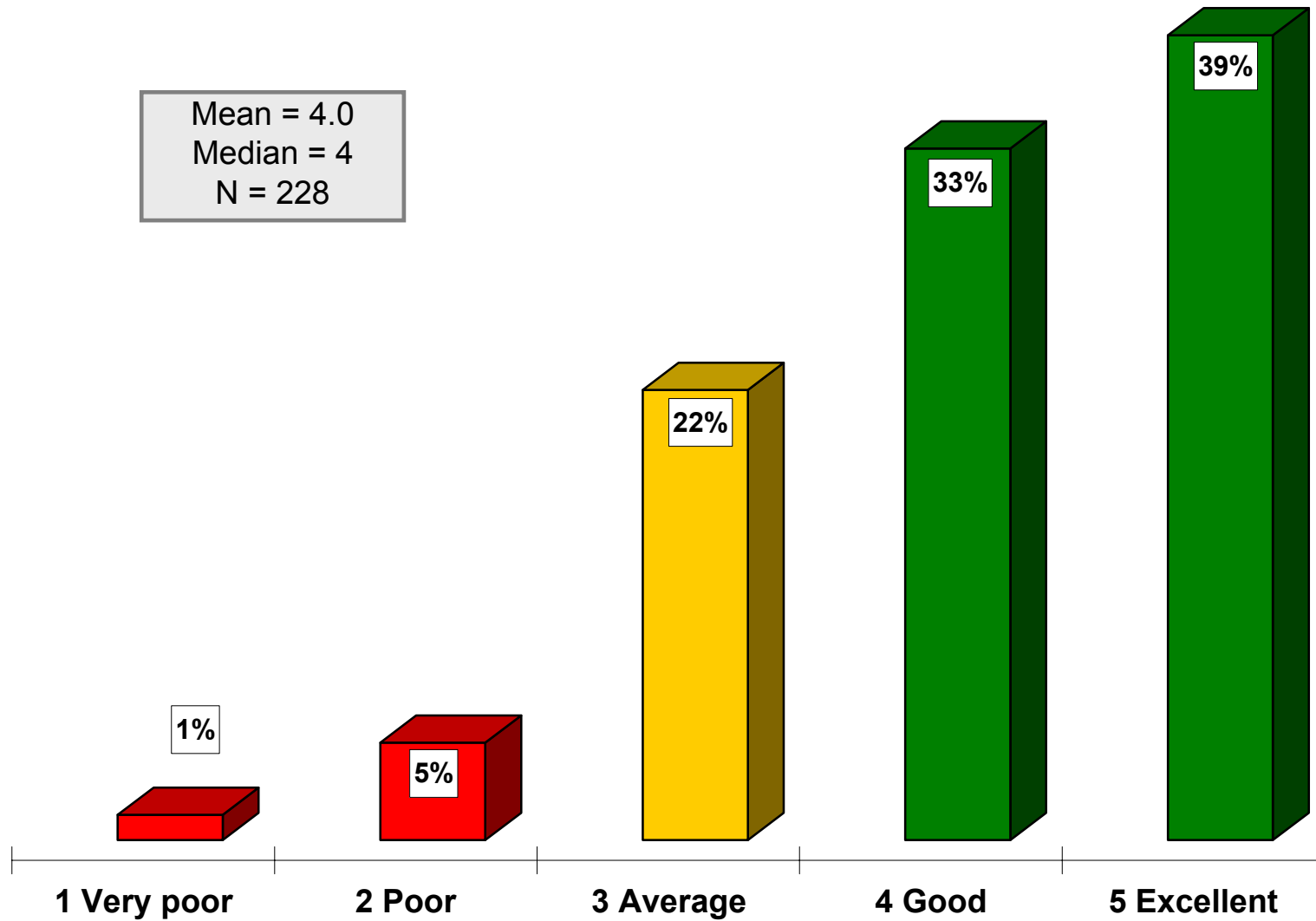
**Q29B Customer service - Local Telephone Provider**

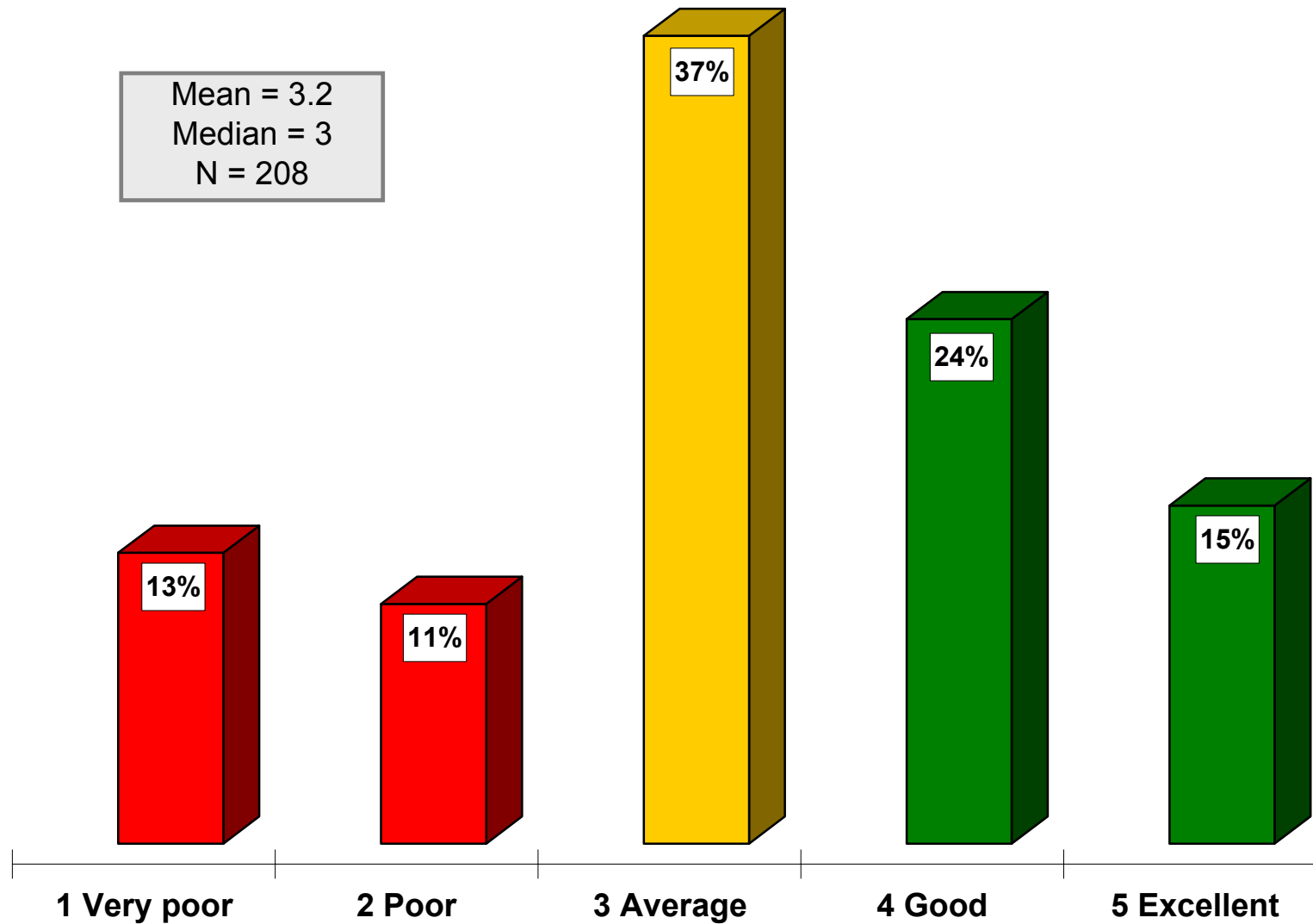
**Q29C Customer service - Cable/Satellite Television Provider**



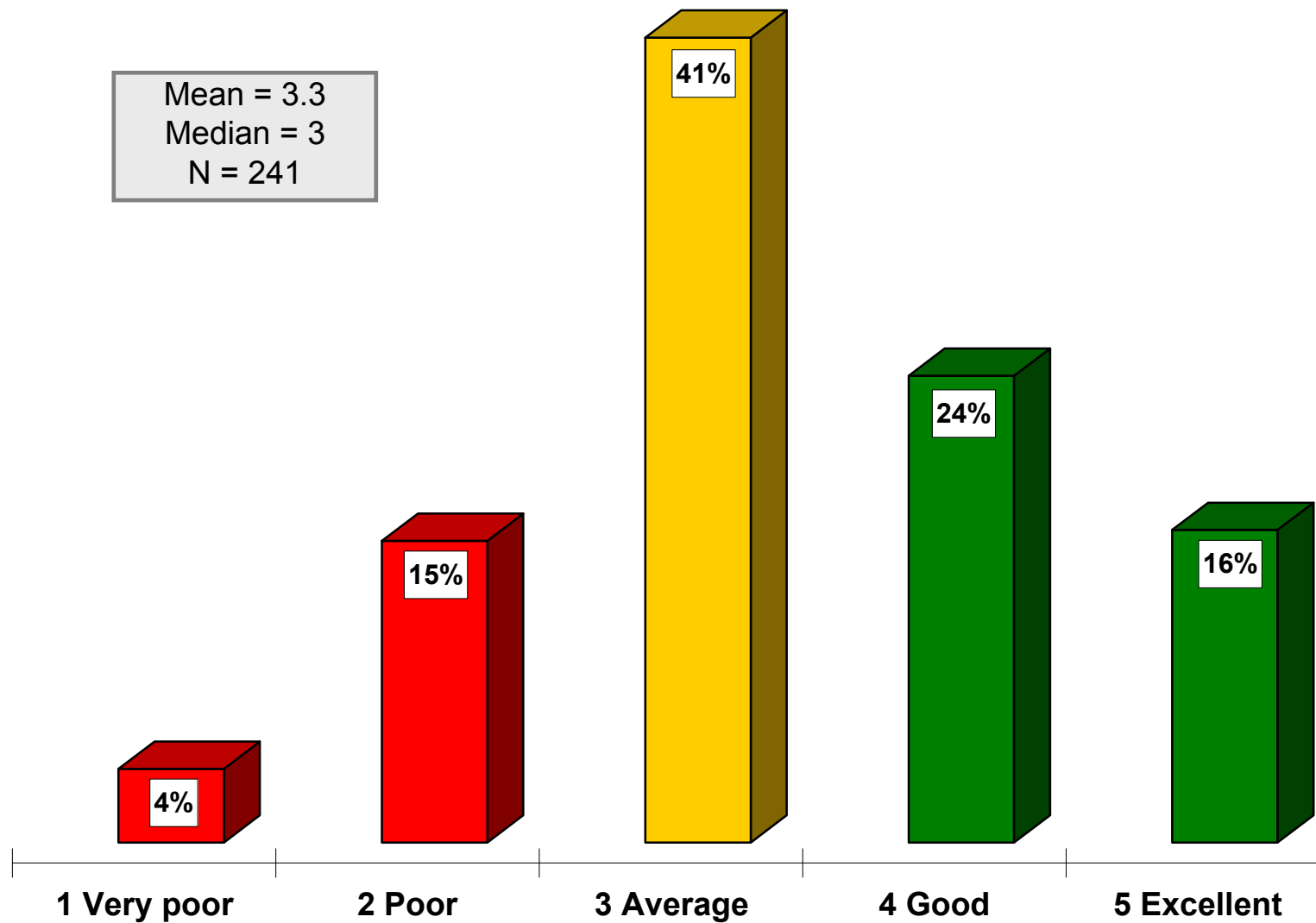
**Q30A Utility reliability - Internet Provider**

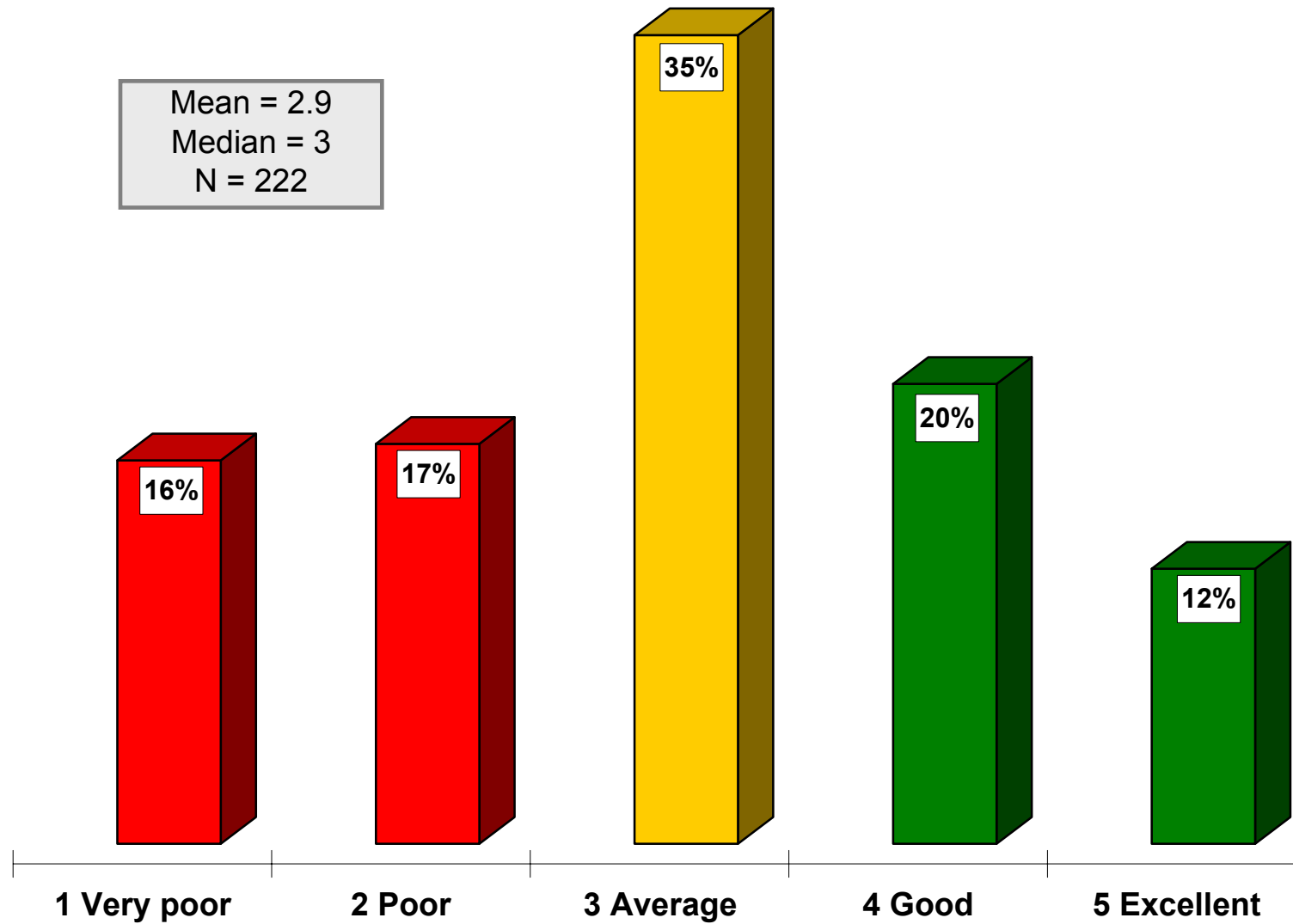
**Q30B Utility reliability - Local Telephone Provider**

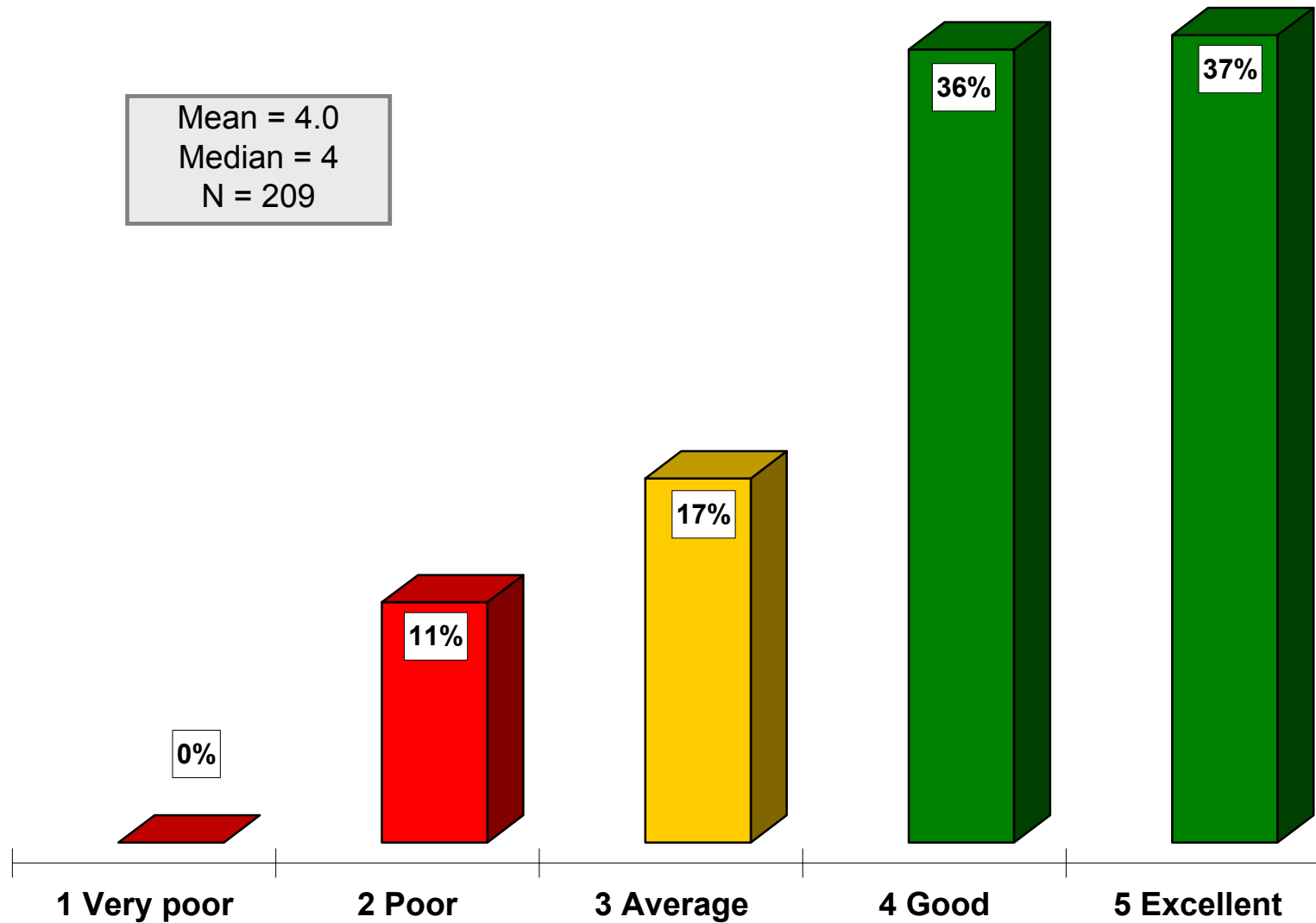
**Q30C Utility reliability - Cable/Satellite Television Provider**

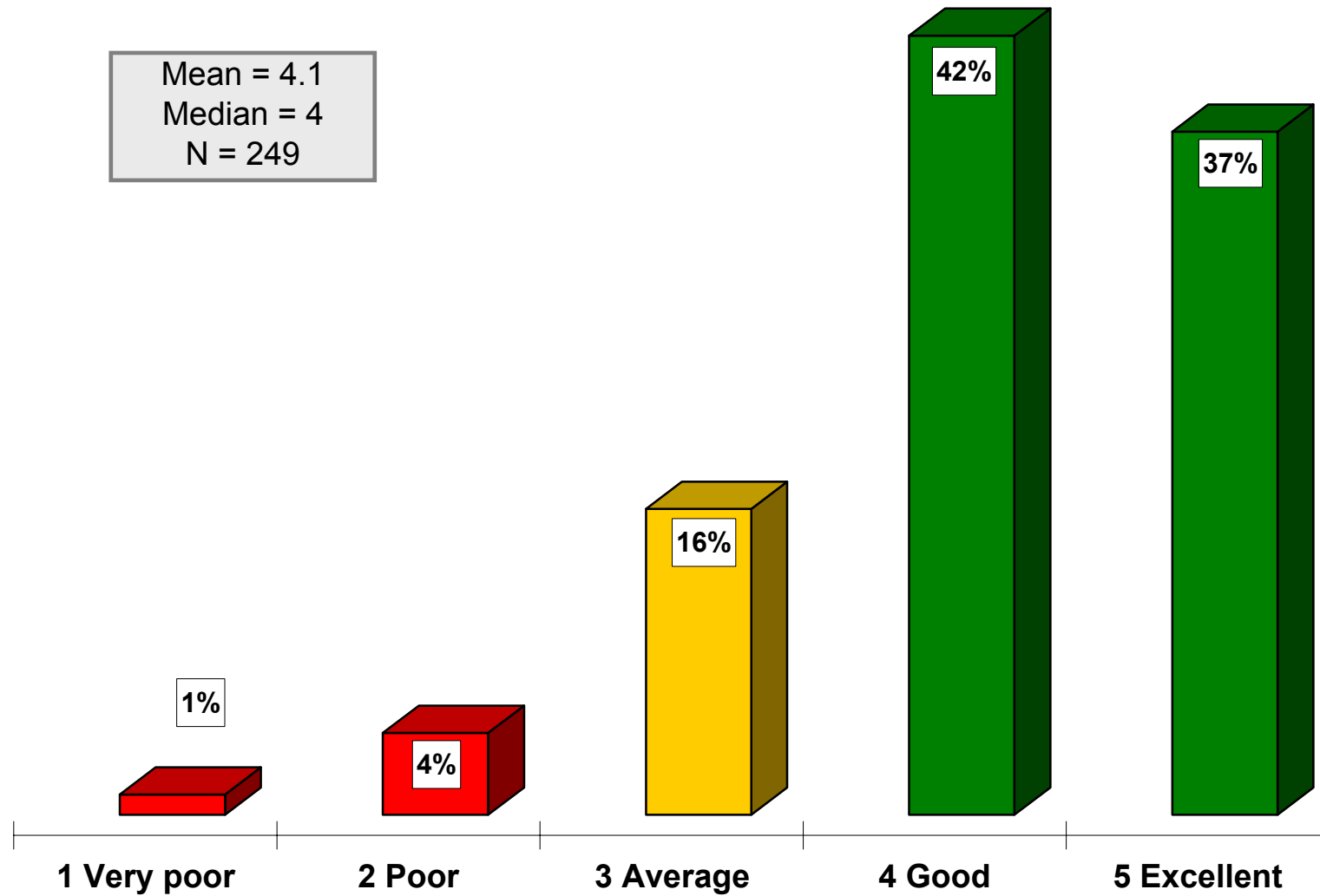
**Q31A Rates - Internet Provider**

### Q31B Rates - Local Telephone Provider

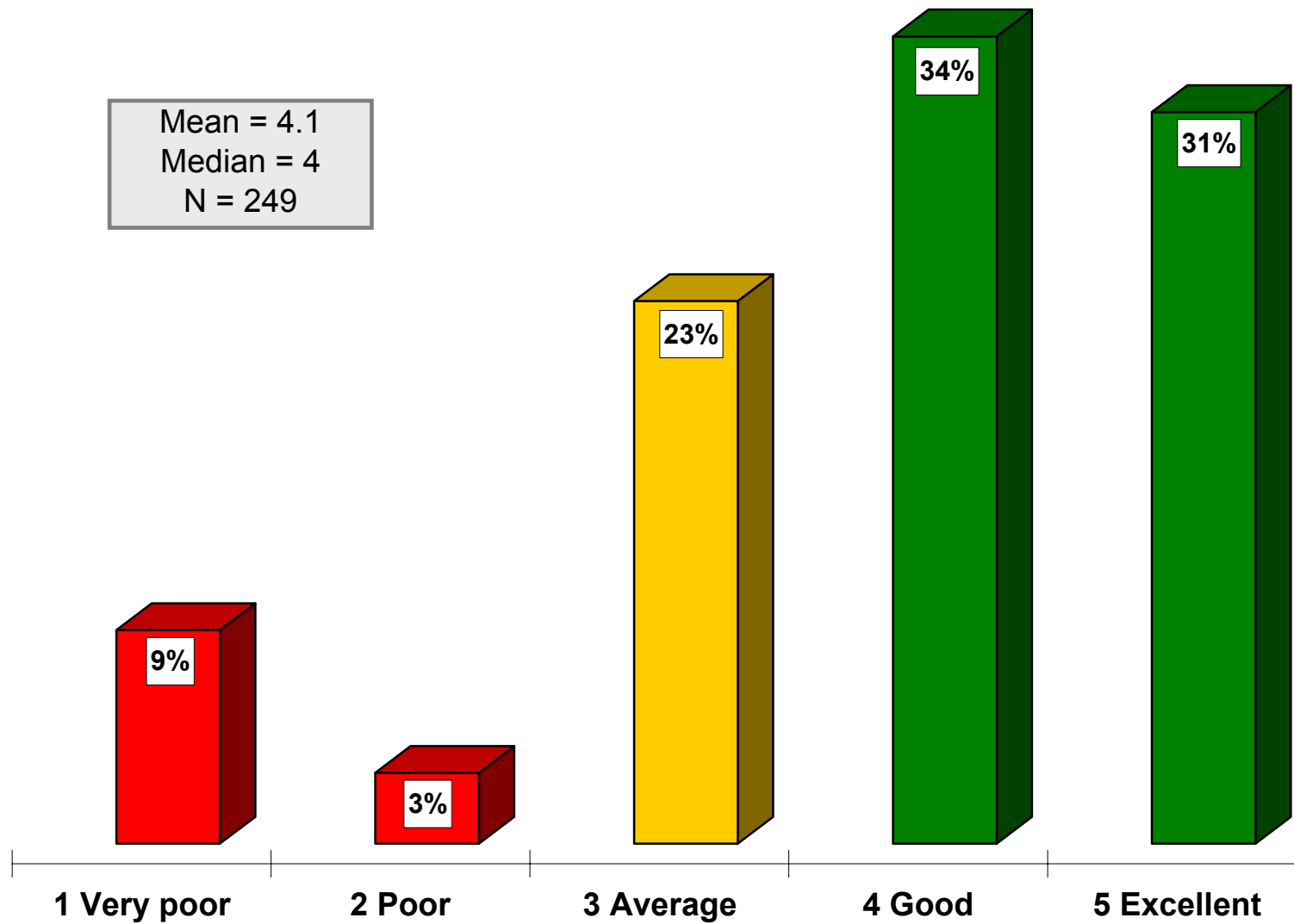


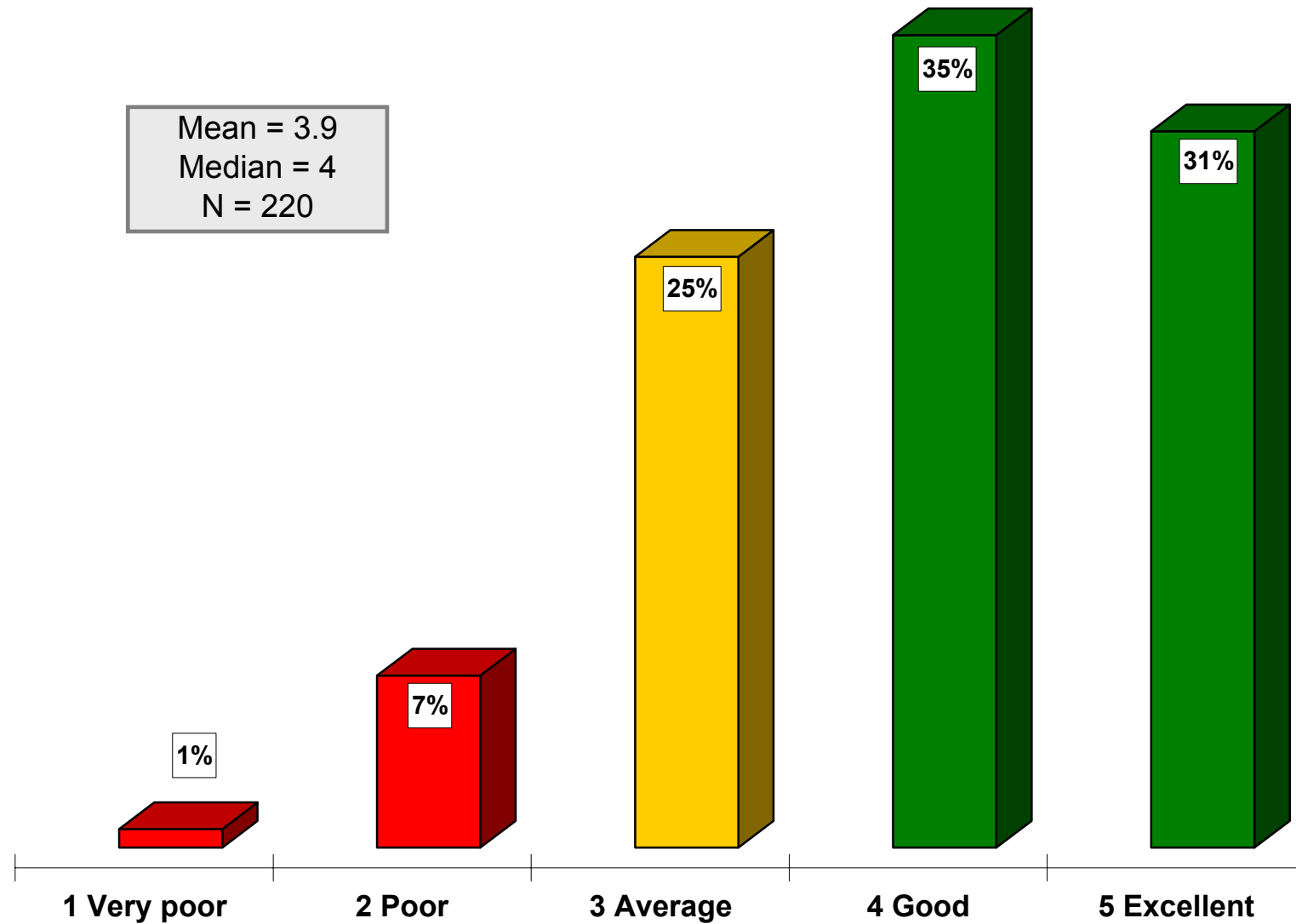
**Q31C Rates - Cable/Satellite Television Provider**

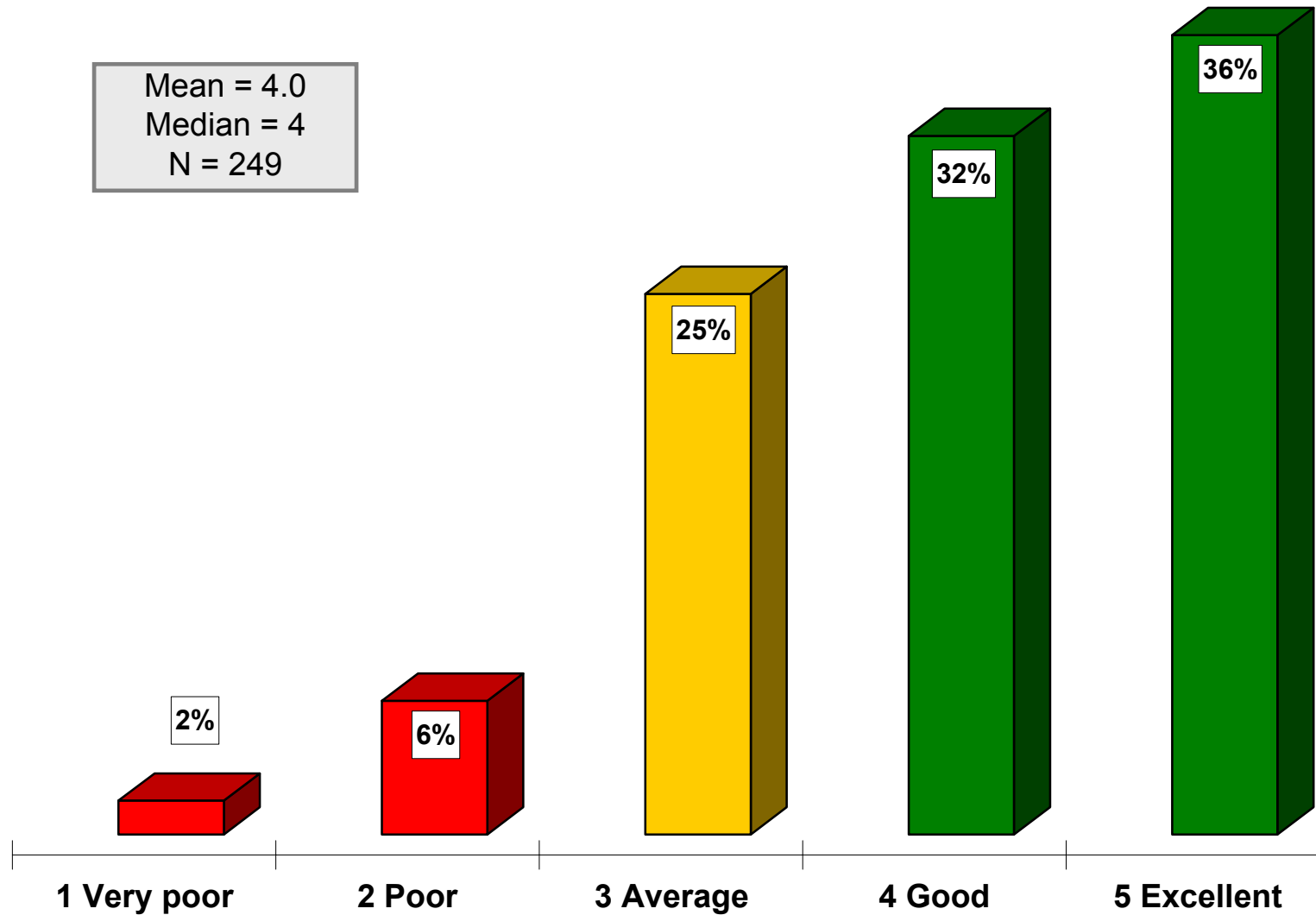
**Q32A Overall Performance - Internet Provider**

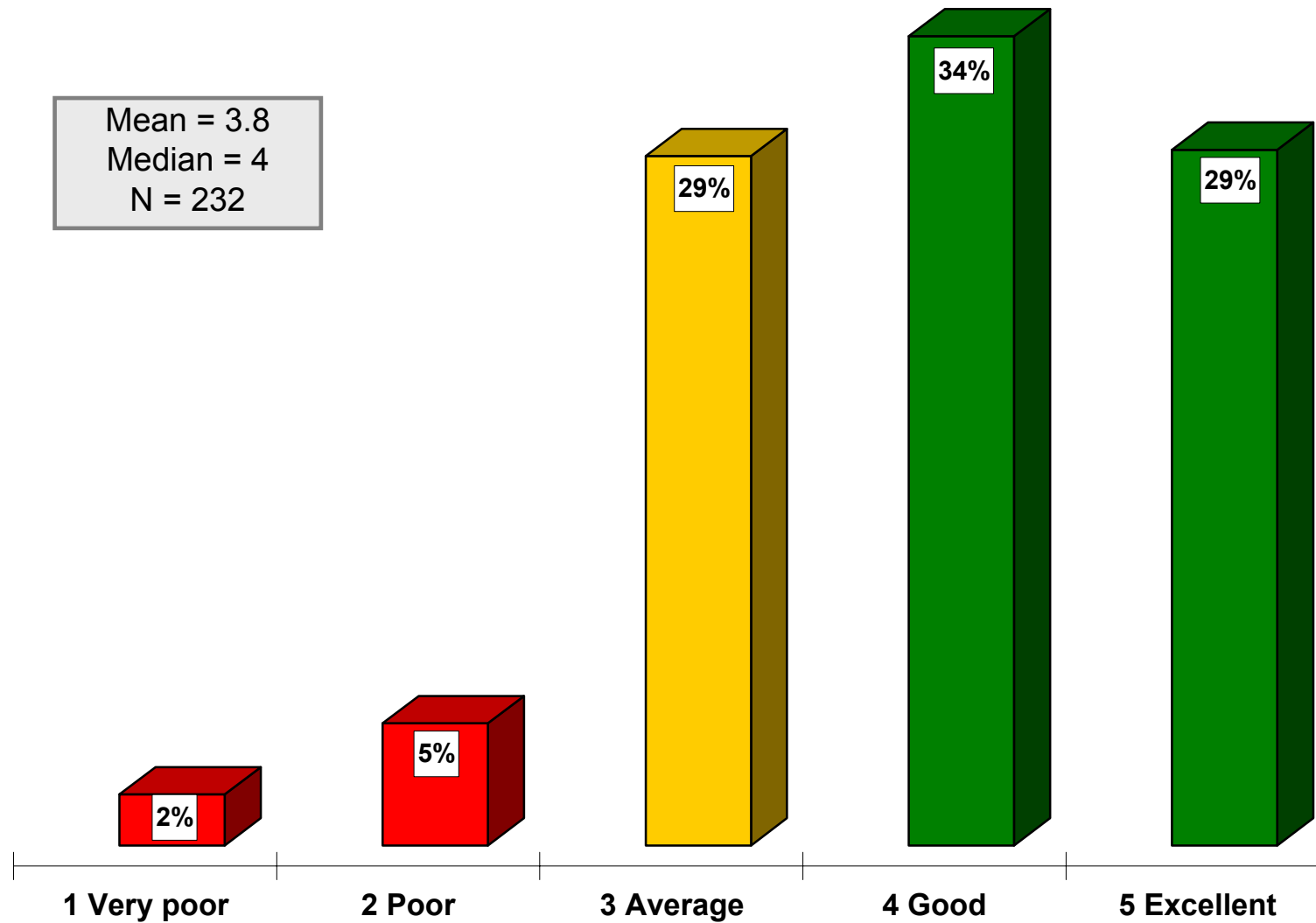
**Q32B Overall Performance - Local Telephone Provider**



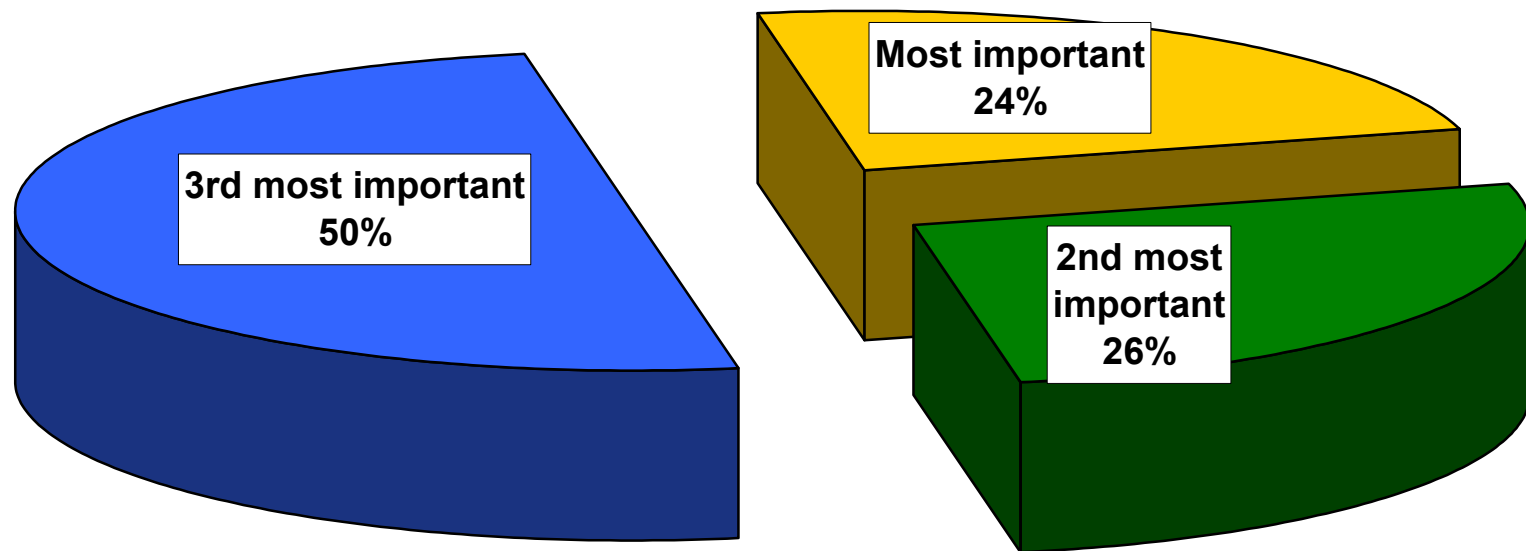
**Q32C Overall Performance - Cable/Satellite Television Provider**

**Q33A Overall Satisfaction - Internet Provider**

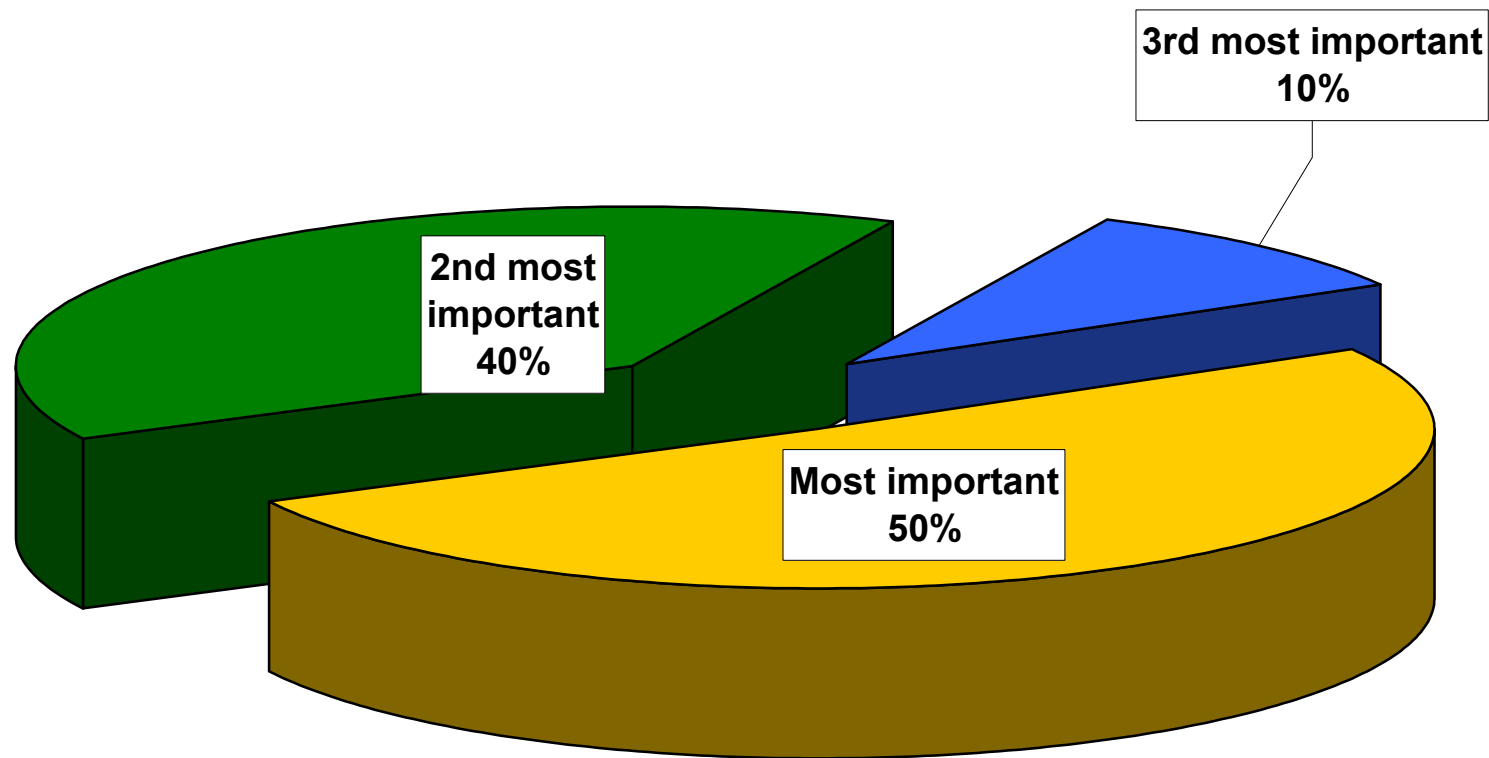
**Q33B Overall Satisfaction - Local Telephone Provider**

**Q33C Overall Satisfaction - Cable/Satellite Television Provider**

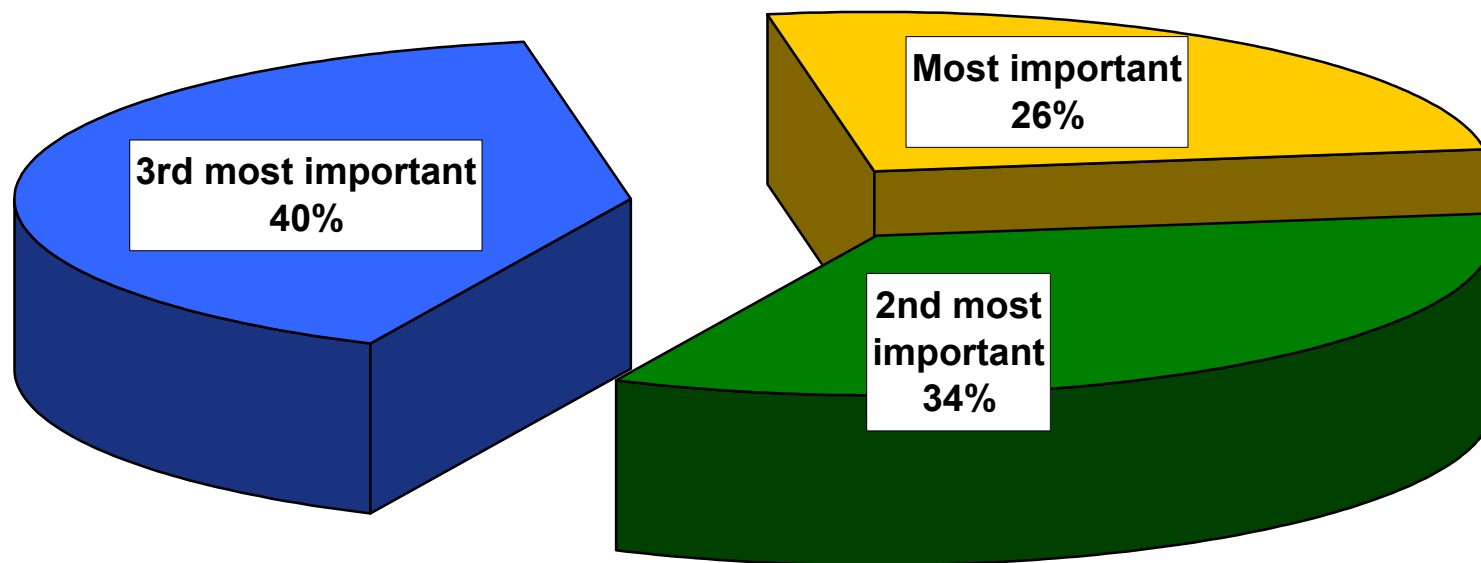
### Q34A Importance of customer service - Local Telephone Service



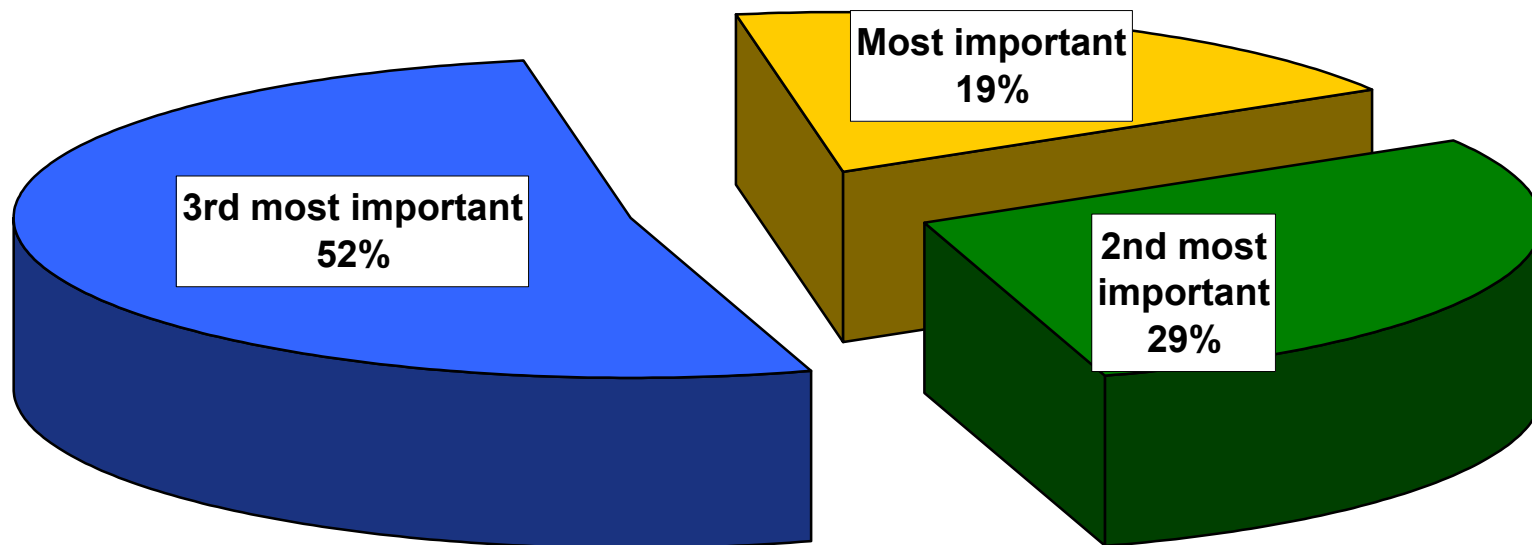
**Q34B Importance of utility reliability - Local Telephone Service**



### Q34C Importance of rates - Local Telephone Service

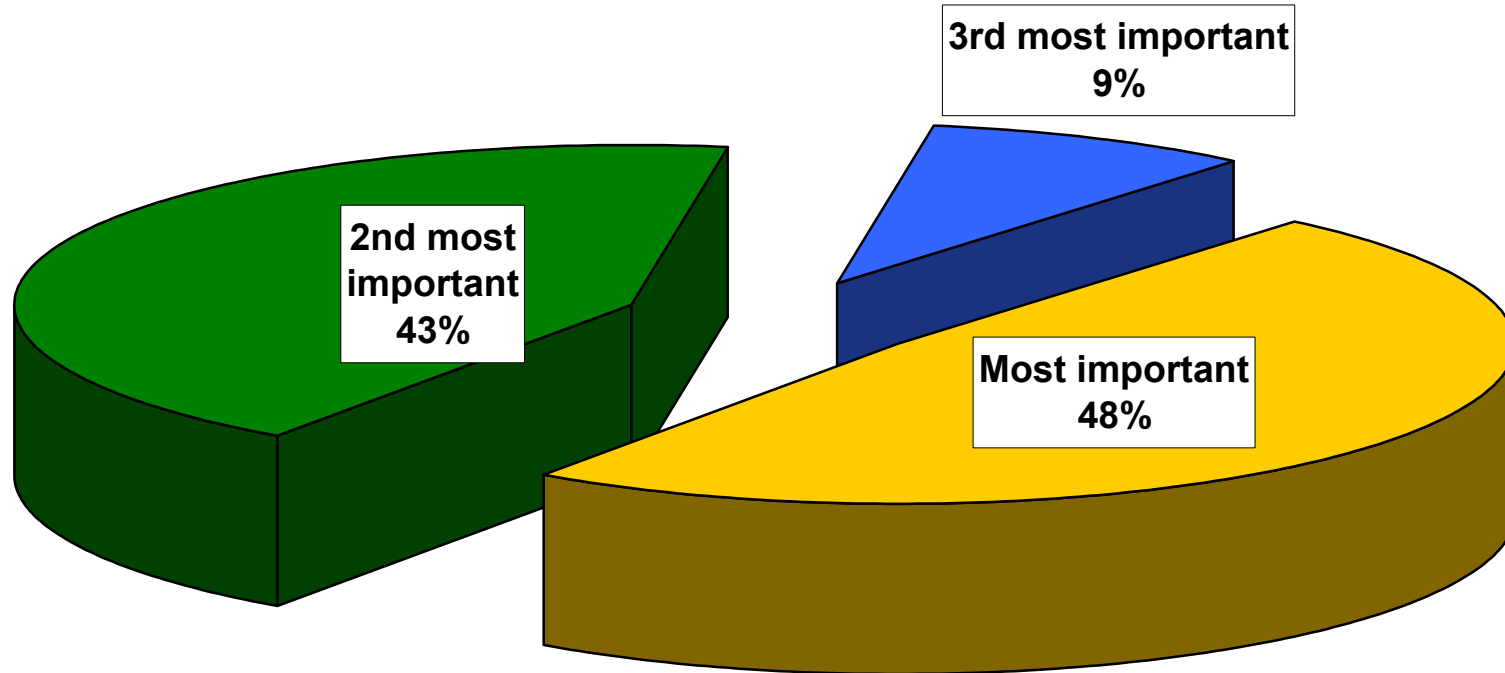


**Q35A Importance of customer service - Cable/Satellite Television Service**

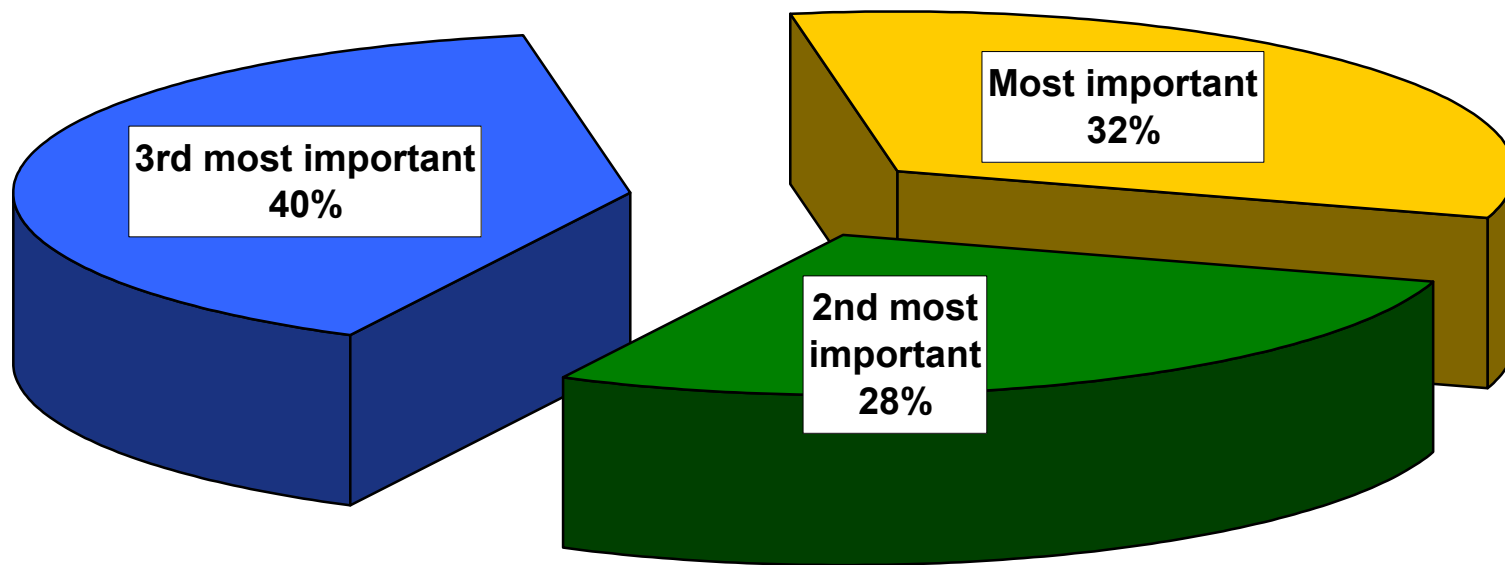




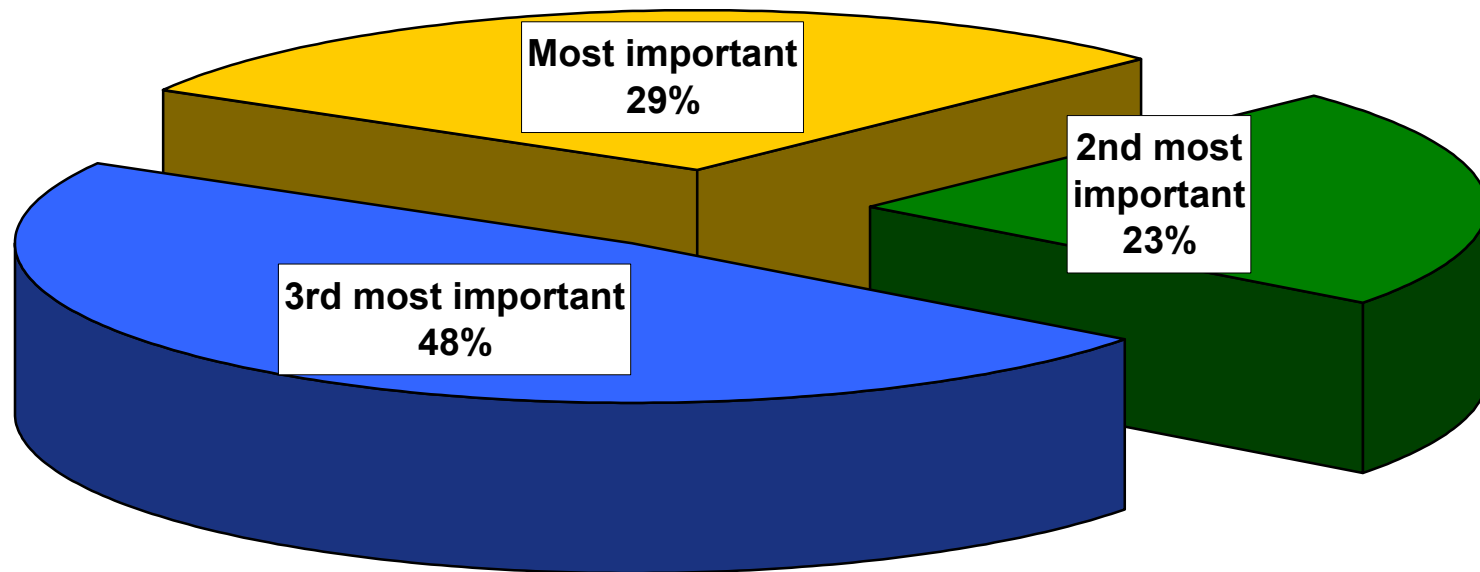
**Q35B Importance of utility reliability - Cable/Satellite Television Service**



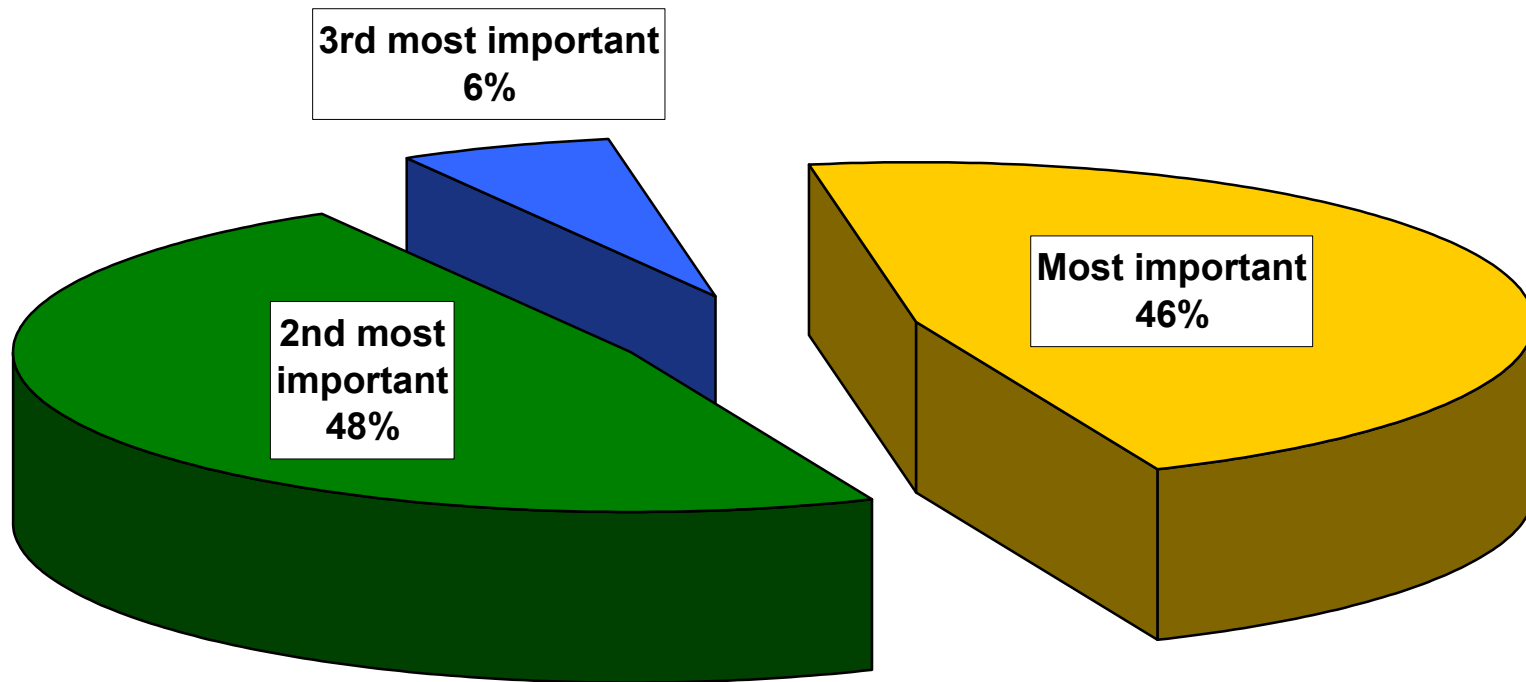
### Q35C Importance of rates - Cable/Satellite Television Service



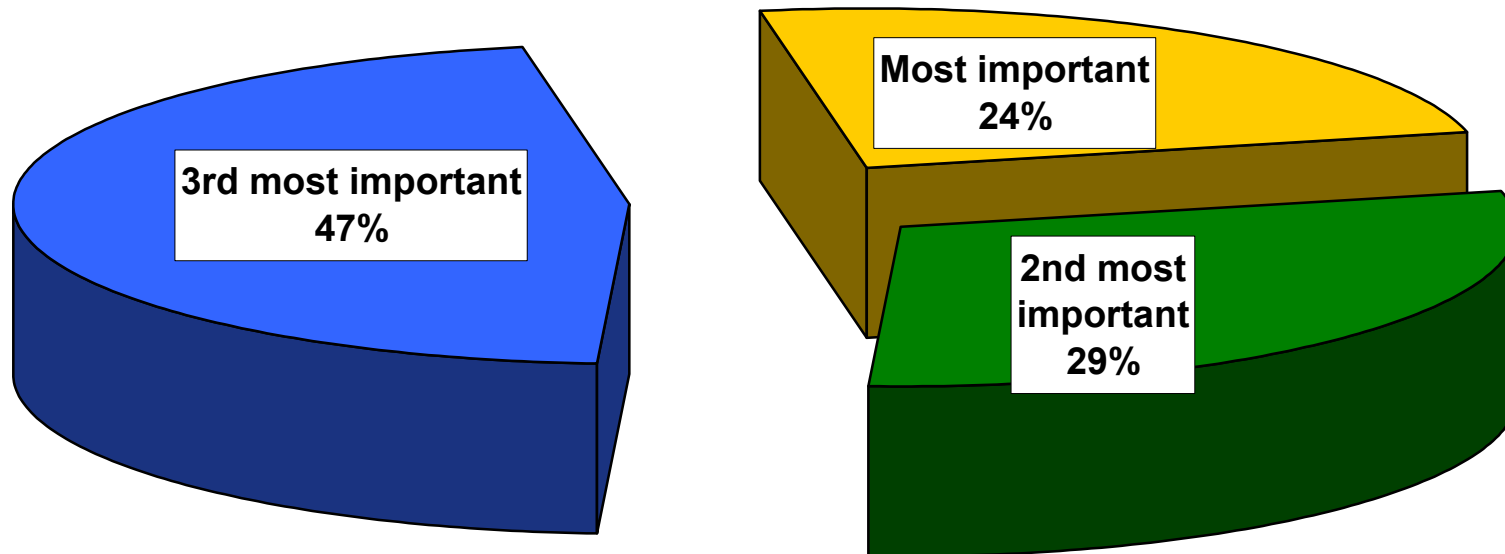
### Q36A Importance of customer service - Internet Service



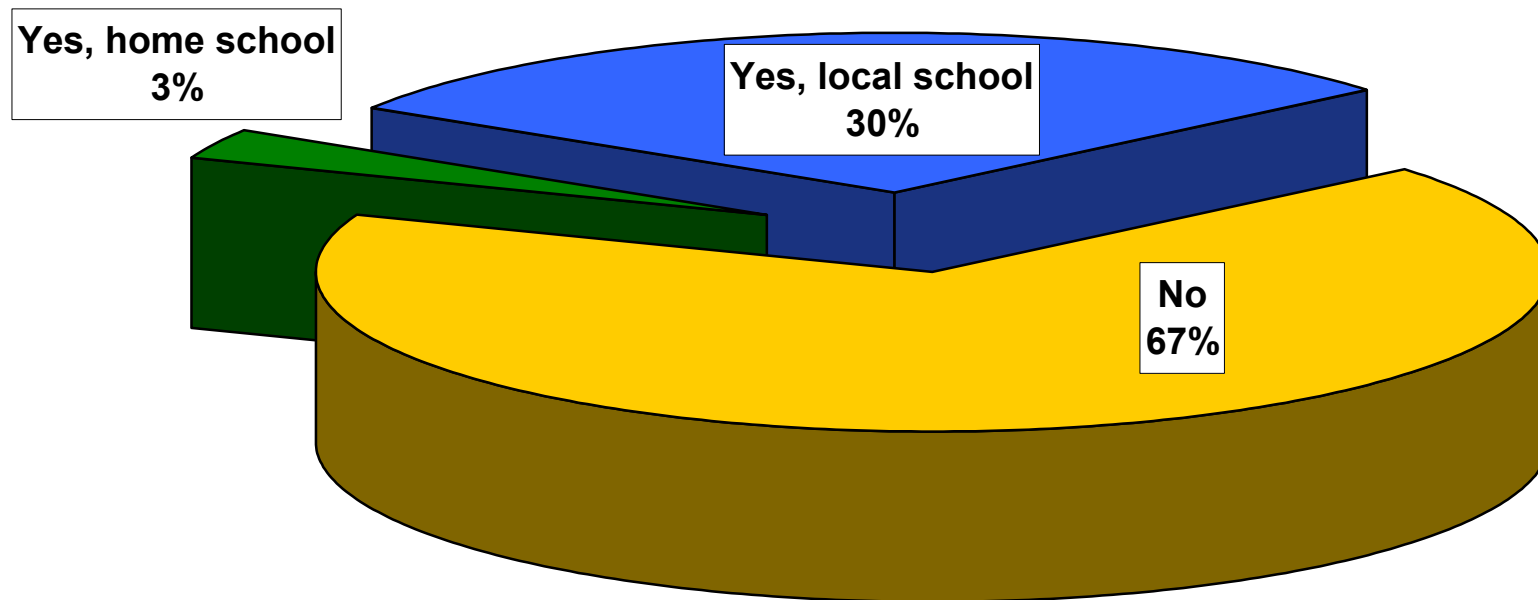
### Q36B Importance of utility reliability - Internet Service

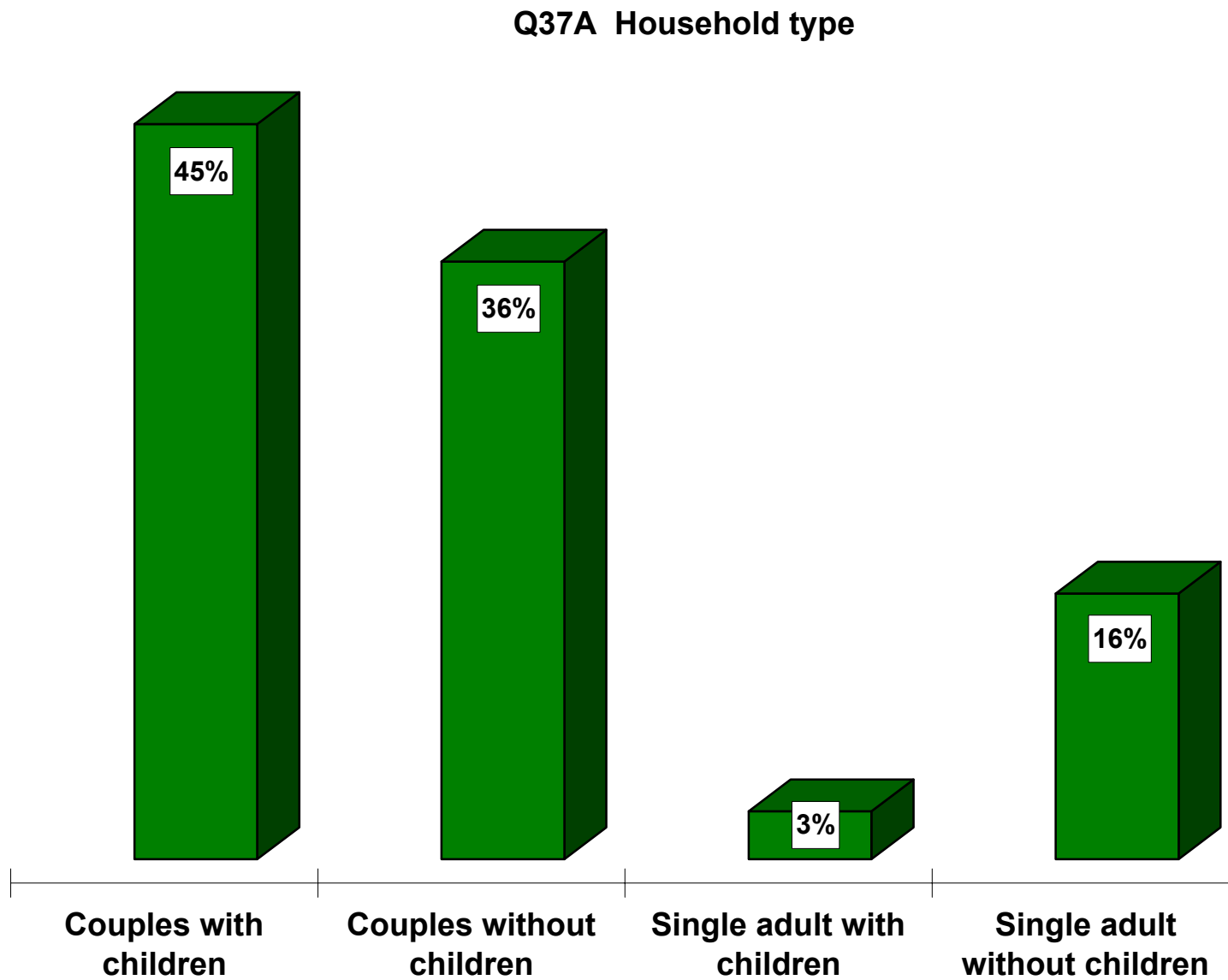


### Q36C Importance of rates - Internet Service

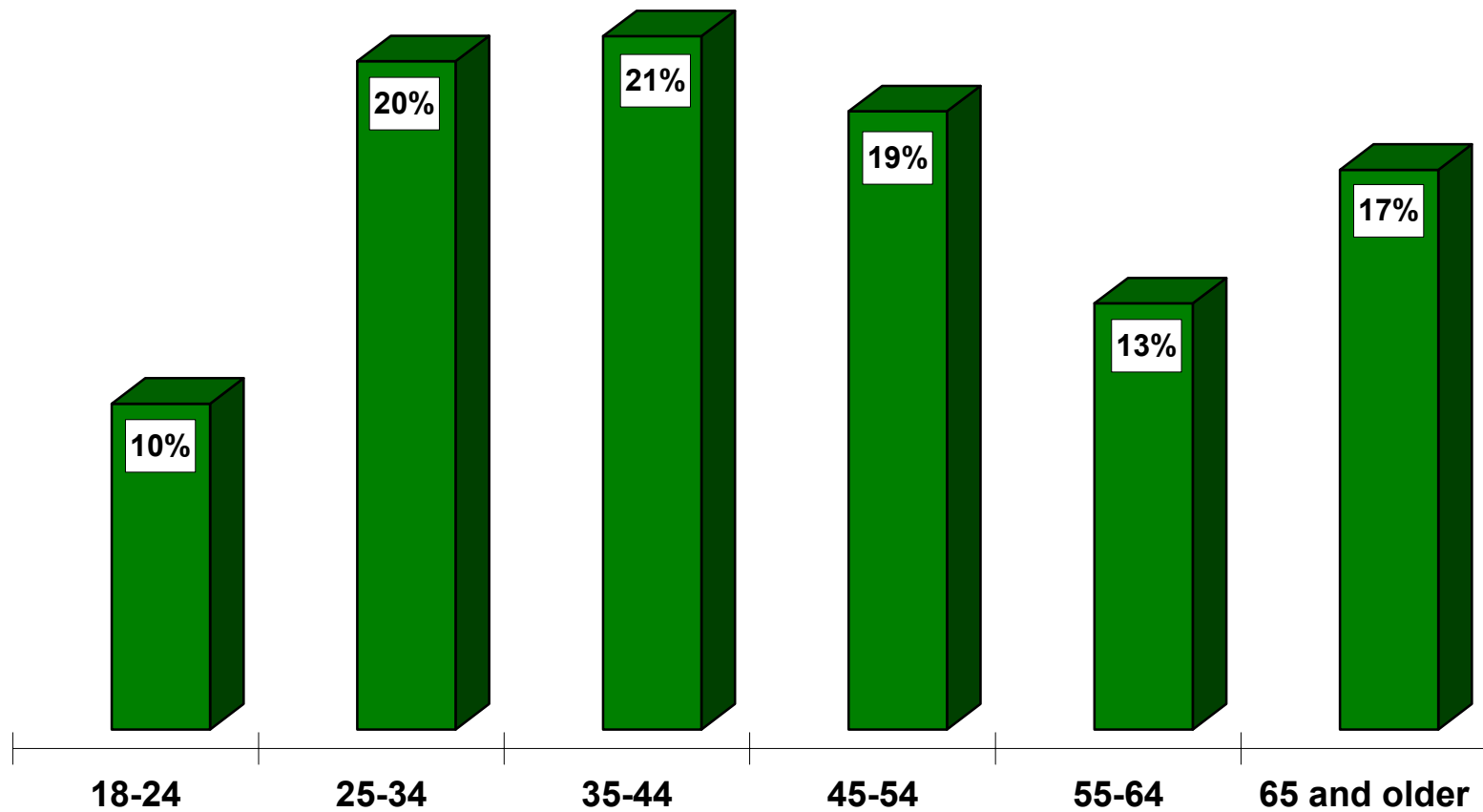


**Q37 Children under 18 attending school**



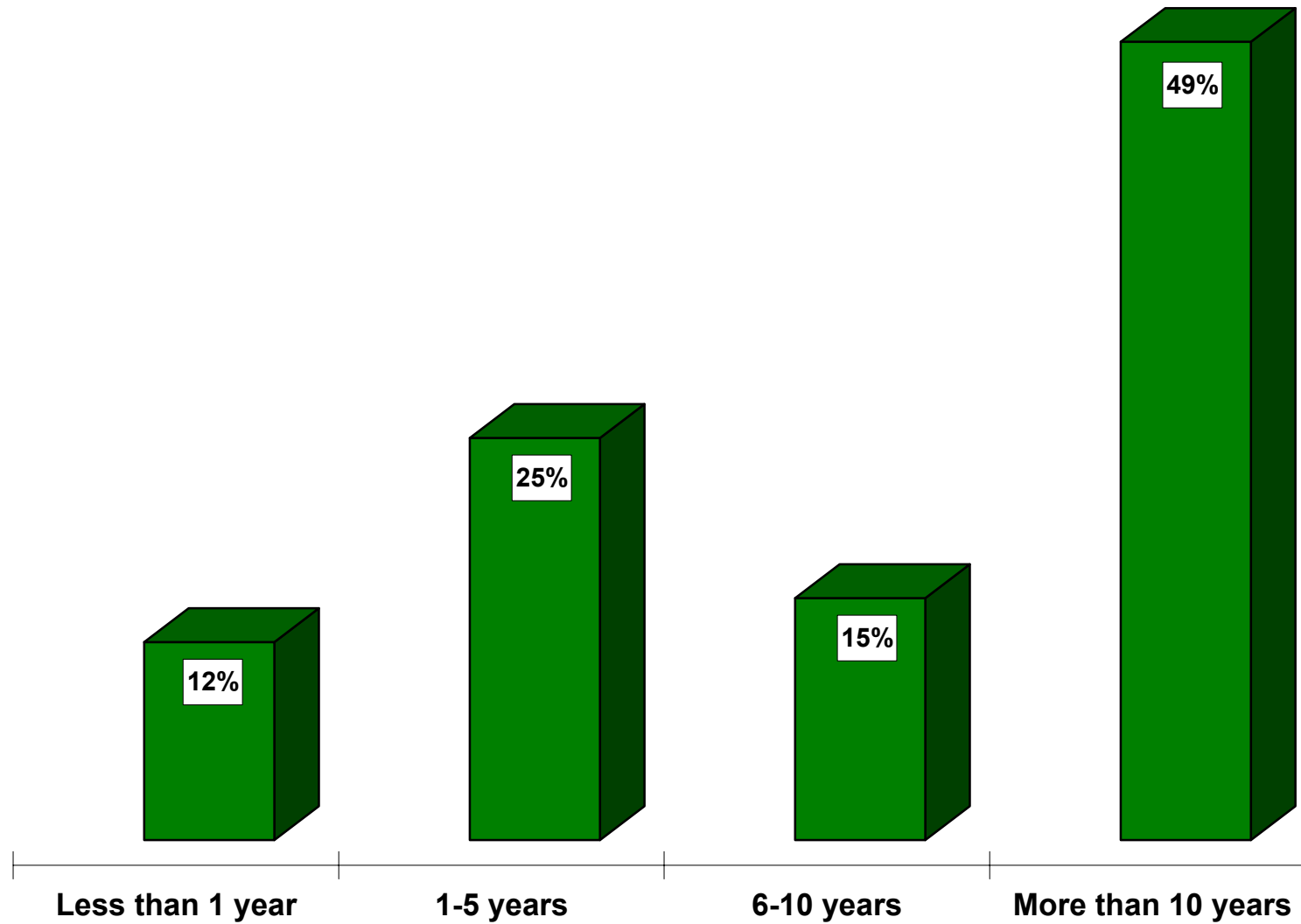


**Q38 Age group**

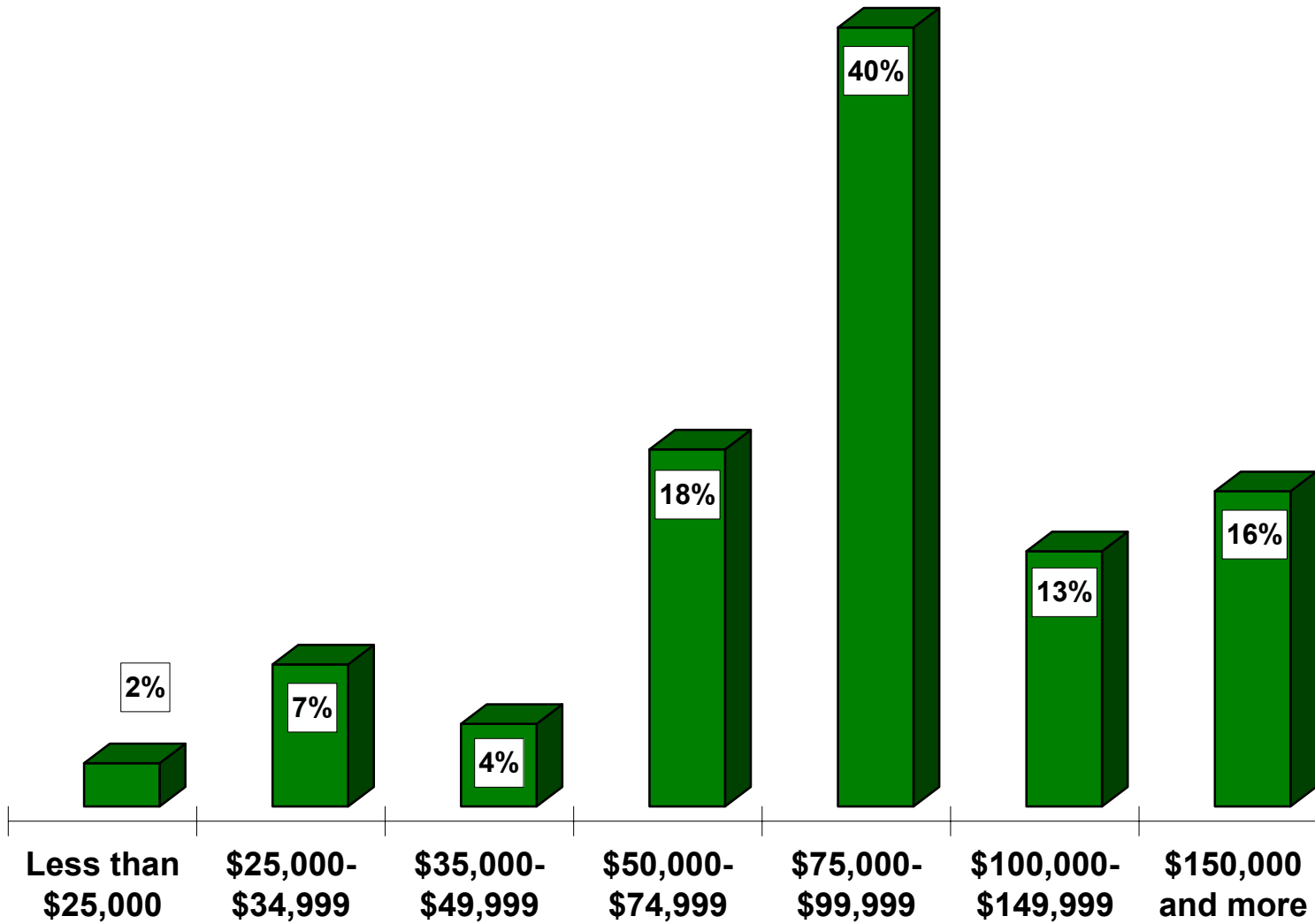




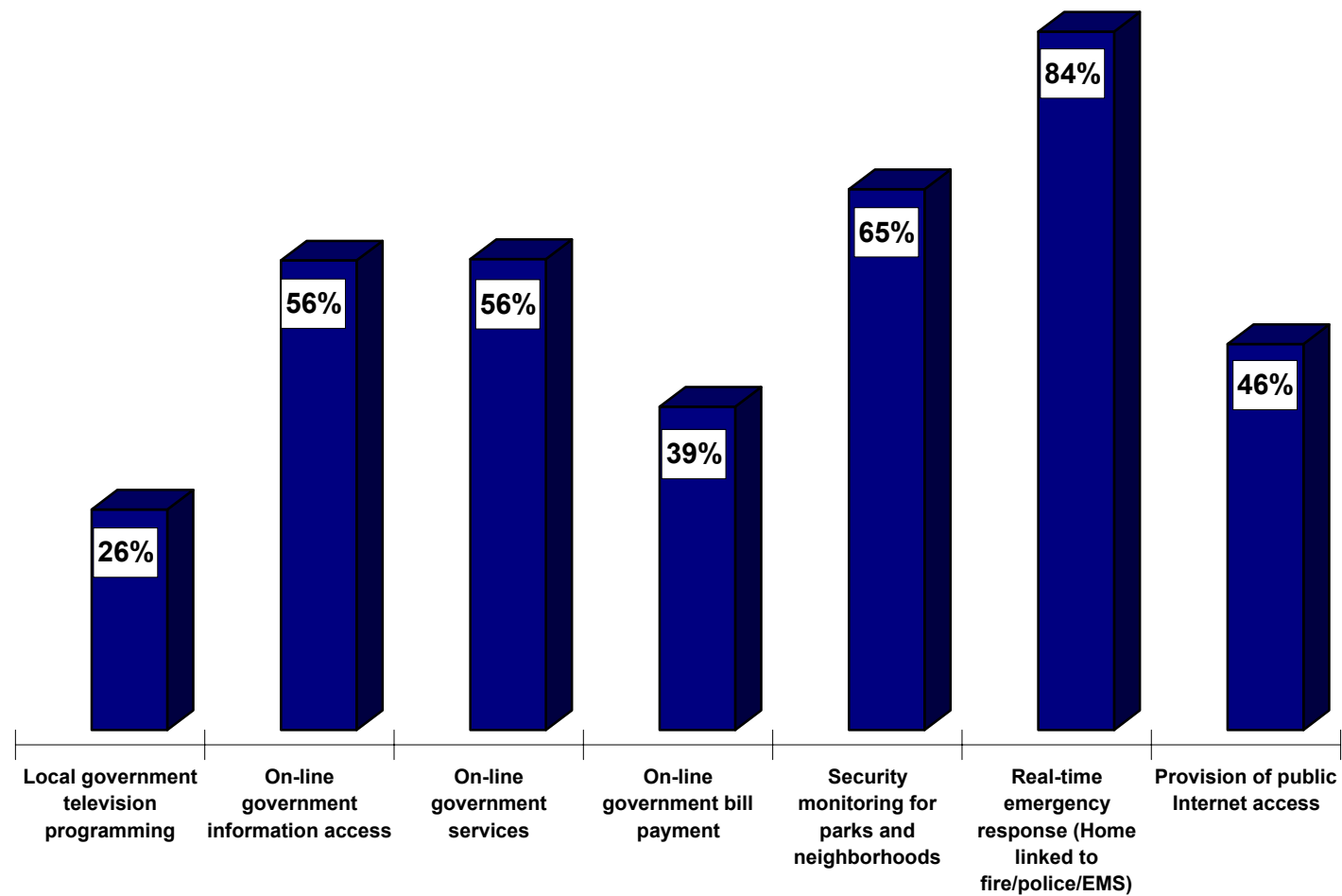
**Q39 Years at current address**



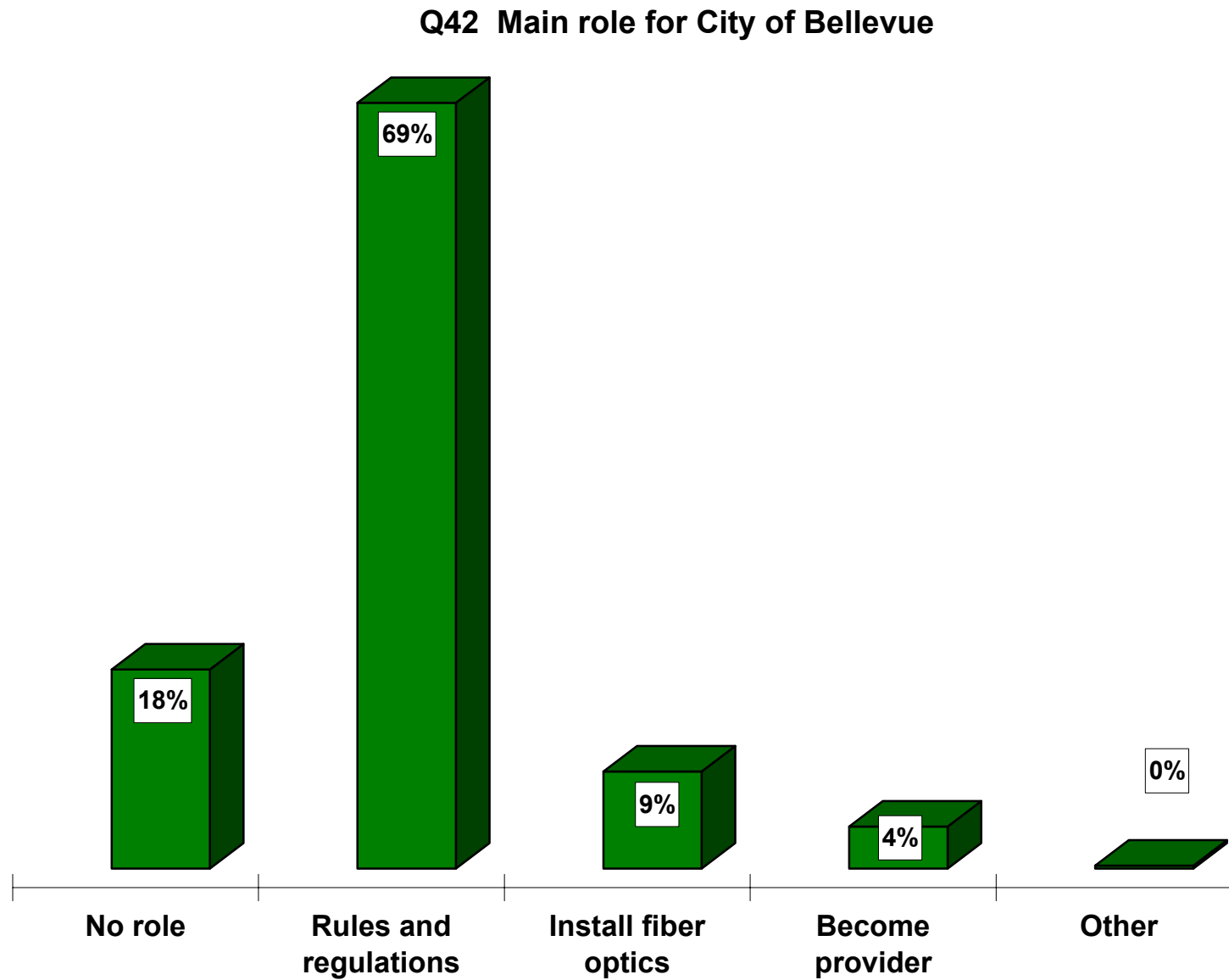
### Q40 Household income



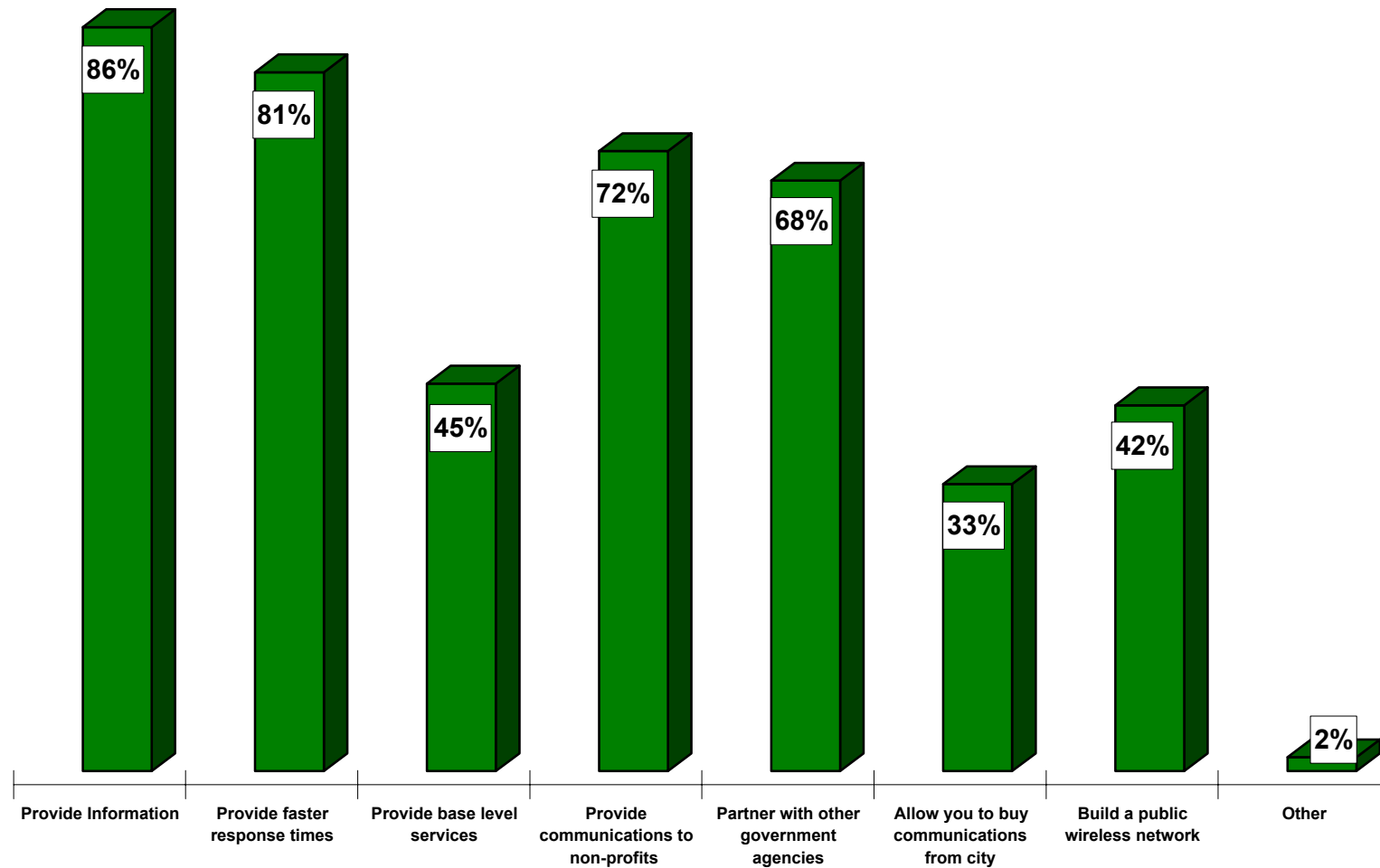
### Q41 Importance of current/potential government services



Top two = Somewhat Important and Very Important



**Q43 What do you think the role for the City of Bellevue should be to facilitate access to electronic information and services?**



**Q44 Willingness to support City of Bellevue services**